

1224093

Registered provider: Keys Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately operated. It provides care for up to 4 children who may experience social and emotional difficulties.

At the time of the inspection, 3 children were living at the home and 2 were spoken with.

The manager has been registered with Ofsted since April 2024.

Inspection dates: 9 and 10 December 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 17 December 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/12/2024	Full	Good
23/01/2024	Full	Good
08/11/2022	Full	Good
18/08/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are making positive progress at the home. They appear happy, feel safe, and enjoy their time with staff. Staff have established a warm, nurturing, and secure environment that promotes each child's wellbeing.

Children experience challenges with education, but staff maintain a strong commitment to supporting their learning and development. They work diligently to secure appropriate educational opportunities and placements, and when these are unsuccessful, they employ creative alternatives to promote engagement. Even when children choose not to attend, staff consistently reinforce the value of education. Additionally, there is a clear focus on developing independence skills for a child preparing to move on. Staff use innovative and engaging approaches to support this process, ensuring the child is actively involved and well prepared for the move.

Staff maintain strong, collaborative relationships with children's families and actively support time in accordance with reunification and care plans. They recognise the importance of partnership working with families to ensure children feel cared for, valued, and safe.

The home provides a warm, family type environment that prioritises children's wellbeing. Communal spaces are thoughtfully used to enrich daily life and foster creativity. Bedrooms are personalised and age appropriate, reflecting a child-centred approach.

Current routines for children who are not engaged in education are ineffective. While staff aim to protect relationships and emotional wellbeing, a balanced approach is needed to maintain positive connections while supporting progress for those declining to attend education.

How well children and young people are helped and protected: good

The relationships between staff and children have contributed to the reduction in incidents over this period. Staff know the children's risks well and know how to keep them safe. When there are issues outside their expertise, such as screen addiction or fire safety external professionals have been sourced to educate the children and support their progress.

Physical interventions do not occur often but when they have been used, these keep children safe. They are proportionate, necessary, and used effectively by trained staff. The incidents do not happen in isolation. The manager uses the incidents as an opportunity to inform staff practice and create learning opportunities for children.

Allegations and complaints are rare but when they have occurred, they are taken seriously. The manager seeks the appropriate guidance from safeguarding professionals.

Children are updated throughout and are given a personable letter explaining the outcome when concluded. Also, the manager ensures that staff practice is improved with actions from any allegation or complaint, with appropriate training allocated when gaps in practice have been found.

Staff recruited to the home have been done in line with safer recruitment policies and regulations. This ensures that all staff working at the home are appropriate, and that children are kept safe.

Children's risk assessments and plans are comprehensive and regularly updated, ensuring staff have a clear understanding of a child's presenting risks. However, one specific risk, due to its severity and potential impact on the child and staff is not addressed as a separate assessment with tailored management strategies for staff to follow.

The effectiveness of leaders and managers: good

The manager is passionate and dedicated to the care and progress of the children. They prioritise children's happiness and wellbeing is at the centre of their care. The manager has a vision for the home and is working towards this using the skills and interests of the staff members and with further support from external professionals.

Staff hold the manager in high regard. One staff said that the manager is 'supportive, tries so hard and leads from the front'. There has been a recent shift from manager held responsibilities to providing staff with roles and purpose in the running of the home and the care of the children. This ensure that staff feel invested and are developing in their own roles and their career progression.

Team meetings are used as an avenue to further enhance staff members professional knowledge and working practice. They are not tokenistic, but purposeful. The manager is creative and determined to inform staff practice through quizzes, scenarios and in-house training to encourage further progression for the children. The children's safety and voice are also central to discussions and information sharing.

Staff supervisions and appraisals are thoughtful, well planned and detailed. These are used as a further resource to improve staff practice. It is an open and safe communication experience for staff. Staff trust the manager and are confident in sharing any issues or concerns.

The manager has strong working relationships with professionals. Professionals respect and value the manger's dedication to the children. Professionals say that the manager knows the children well, advocates for them effectively and challenges appropriately when they feel the responses and plans are not in the best interest of the children.

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person must comply within the given timescales.

Requirement	Due date
The care planning standard is that children— receive effectively planned care in or through the children's home. (Regulation 14 (1)(a))	9 February 2026

Recommendation

- The registered person should ensure that where there are safeguarding concerns for a child, their plans must include details of the steps staff will take to manage any specific risks on a day to day basis. ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 9.5)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 1224093

Provision sub-type: Children's home

Registered provider: Keys Child Care Limited

Registered provider address: Maybrook House, Third Floor, Queensway, Halesowen
B63 4AH

Responsible individual: Zoe Tompkins

Registered manager: Izabela Rapinczuk

Inspector

Deirdre Silkstone, Social Care Inspector

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