

1226266

Registered provider: Keys KIN Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned by a national provider. It provides care for up to 6 children with social and/or emotional difficulties. Four children were living in the home at the time of the inspection.

The manager has been registered with Ofsted since 2016.

Inspection dates: 4 and 5 February 2026

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 20 November 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/11/2024	Full	Outstanding
14/06/2023	Full	Outstanding
26/09/2022	Full	Good
08/06/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children make exceptional progress in the warm, loving and nurturing environment. All the staff genuinely care for the children and want what is best for them. The children know this and thrive as a result. Children say that they are listened to. Even if they are frustrated if they do not get the response they want, the staff help them to understand any decisions that are made.

Children's views inform how the home is run. Children make excellent use of the 'review book', which is used to make requests about anything from new rules to items that they want or activities that they would like to try. After discussions, children have a meeting with staff where their ideas are discussed, and decisions the team have come to are shared. Consequently, children know that they are being listened to. Staff also help children to see the progress that they have made.

In the main, children attend education. Some children experience significant barriers to learning, and the staff do all that they can to help them to be ready for their education in whatever form this may take. Joint working with education providers and the virtual school is key, and the staff team is skilled in championing children's needs and wishes. Children also enjoy a range of exciting new experiences and activities.

When children move into the home, staff make sure that their bedrooms are welcoming and have items and soft furnishings that the children like. Children's moves into the home are well planned and bespoke to each child and their care needs. This individualised approach continues throughout their time in the home, with staff focusing on each child's individual needs, progress and goals.

Children who are due to move out of the home are supported to develop the skills that they need to be ready for adulthood. Many children who are now young adults continue to visit the home and relish the support that they receive from staff. Children who currently live in the home also benefit from the skills and experience of these young adults, one of whom is now the hairdresser for the children in the home.

Children's physical and emotional wellbeing is championed by the staff. The children learn how to care for themselves physically and are given tools to help them to calm, relax and focus. Children also build these skills through formal support from the organisation's therapists or other external health professionals when needed. Children learn about healthy lifestyles and what this means for them, including the benefits of mindfulness, healthy eating and exercise.

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

Children are comfortable and confident in their home. They happily approach staff to meet any of their needs, including when they are worried or upset. They know that the staff care about them and that they do all they can to help keep them safe.

Staff have an exceptional understanding of children's vulnerabilities. They are creative in their responses, bolstering children's sense of self-worth and helping them to understand the reasons why they may be at risk, particularly regarding exploitation and when they are missing from the home.

Children are helped to manage difficult emotions through staff's consistent and thoughtful approaches. Children learn to care about themselves and recognise their worth, which leads to greater confidence, helping them to make more positive choices. Children are confident in sharing when something does not feel right, or when they feel that somebody is trying to encourage them to do something that they should not. Staff recognise when children are struggling and help them at these times.

Staff understand the impact of trauma on how children express themselves, recognising that behaviour is a way of communicating. They hold this in mind when responding to behaviours of distress, constantly seeking to understand the child and help them to develop other coping strategies.

Staff respond swiftly should a child be at risk, including when they are missing from home or indicating that they may harm themselves. They are skilled in responding in these times of crisis in a calm and reassuring manner. The consistency of approach across the staff team means that children feel emotionally held when they are overwhelmed.

Children are protected from avoidable risks through regular maintenance of the home by the organisation's maintenance team and through close liaison with the neighbouring farmer. This means that children and staff are aware of any upcoming events that may make the farmland a greater risk.

The effectiveness of leaders and managers: outstanding

The leadership and management of this home are exceptional. The registered manager treats all children as individuals and supports them in all aspects of their lives. This ethos and approach are reflected throughout the entire staff team. The deputy manager is an excellent role model to the staff team, working with warmth and compassion.

Staff benefit from regular, reflective supervision and time with the organisation's therapist to consider children's needs and how best to support them. Additionally, the support is available for staff when they are struggling themselves or if they have issues that they need to work through. This holistic approach, supporting both children's and staff's emotional wellbeing, is a particular strength.

The members of the staff team work cohesively and are supportive of each other. Staff all say that they love working in the home and feel well supported. The approach and guidance from the managers have led to staff being able to support children in their times of crisis.

Staff benefit from a wide range of training, including training in children's specific needs. Managers are constantly seeking ways in which to develop staff skills and refresh their knowledge in line with any changes in the community and children's worlds. There was a gap in training specifically in relation to attention deficit hyperactivity disorder. The impact of this is reduced, however, due to the regular meetings that staff have with the organisation's therapists and other specialists. Consequently, the care that children receive has not been negatively impacted by this omission.

Four children have moved out of the home since the last inspection. Staff worked tirelessly to ensure that all children who lived in the home had positive experiences. The care and ethos in the home are that of a family home. Some of the children who moved on were not ready for this approach. Despite this, the manager and staff ensured that the children's views were heard when considering where their next home should be. Leaders and managers confidently advocate for children when this is required.

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

Recommendation

- The registered person should ensure that all staff have regular training linked to children's diagnosed conditions. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

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: 1226266

Provision sub-type: Children's home

Registered provider: Keys KIN Ltd

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

Responsible individual: Michelle Callard

Registered manager: Linda Palfrey

Inspector

Jennie Christopher, Social Care Regulatory Inspector

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