

1226495

Registered provider: Keys KIN Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home provides care for up to five children. It provides support for vulnerable children who may be learning to cope with a range of social and emotional difficulties. There are currently four children living in the home.

The manager registered with Ofsted in December 2019.

Inspection dates: 16 and 17 July 2024

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	outstanding
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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: 23 May 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/05/2023	Full	Good
03/05/2022	Full	Good
26/05/2021	Full	Good
10/09/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children progress well through their warm and nurturing relationships with staff. The home has a welcoming and fun atmosphere, and children and staff describe it as like living in a family.

Children seek out different staff to meet their needs. They are all positive about the staff, saying who they like to do different activities with. Staff care about children's feelings and well-being, helping them work through their emotions, and comforting them when they feel upset or angry.

Children benefit from good support to attend education. Close links with the schools, tutors and alternative provision mean that if there are any concerns, these can be resolved quickly. When there are barriers or delays to some children accessing suitable education, staff advocate strongly for them, ensuring that the right education placements are sought. Staff and managers escalate their concerns if this is required.

Children enjoy a wide range of activities. During the inspection, children were enjoying the trampoline, doing jigsaw puzzles, and practising for the inter-house football tournament they have arranged. They said that they are looking forward to their upcoming holidays to caravan parks or adventure activity centres.

Children's views are central to the running of the home. They have chosen how the games room was decorated, what activities and meals there are, and discuss how they are getting on with each other in house meetings. In addition, children share their views on their future or next placement, with independent advocates sourced as needed to aid with this.

Children who move into or on from the home benefit from bespoke plans to ensure that they have all the support that they need to feel comfortable with their move. Two children who have moved on remain in contact with staff and are going on trips and holidays with some of the children from the home, maintaining their friendships with them.

Children's physical and emotional health is well supported. Children are supported to attend medical appointments as required and have access to therapists and counsellors. Children are physically active and learn how to make meals using fresh ingredients and following recipes. Medication is securely stored and monitored.

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

Children say they feel safe in the home. Their interactions with staff show how they trust them to look after them. The staff know each child's risks and vulnerabilities and are thoughtful in their approaches to keeping children safe. Staff are well versed in the

processes to follow should they be concerned for a child, and joint working with the local authority designated officer is a particular strength.

Children who go missing from the home are supported through excellent relationships with specialist police officers. Plans for when children are missing are well rehearsed, meaning that staff know where to look for the child and whom to call. They know the places that children are likely to go to and will try to meet the child there. Staff from the home also coordinate with staff at local train stations if required.

Staff reduce the risks of children being missing by providing well-planned and enjoyable activities and using their relationships with children. They constantly seek to engage children positively, but also plan for the unusual ways children may leave the home, making sure they are vigilant and know where the children are at all times.

Children are helped to understand how to be safe but are also allowed to take controlled and age-appropriate risks. When there are concerns or children do something that could cause them or others harm, they are helped to understand why this is a concern. The local fire service supports children when they may be experimenting with fire, to help them and staff to minimise risk. The local police community support officer regularly visits the home and children form a positive bond with him. This helps children to feel safe and comfortable to talk to him should they ever be worried.

Staff rarely use formal consequences, using each incident as a learning opportunity for the child. This leads to natural consequences for children's actions, rather than a punitive approach. Due to the strong, caring relationships that staff have with children, the use of physical intervention has not been required in over a year.

Children are protected from avoidable risk through regular checks, maintenance and repairs to the property when needed, and through safer recruitment practice. The open-door policy across the home means children access the garden and front of the house, while the gates protect them from accidentally running into the busy road. As a result, the home has the feel of a regular family home where children are physically and emotionally safe.

The effectiveness of leaders and managers: good

The home is well managed by an extremely experienced manager and two supportive deputies. Staff enjoy their work and feel well supported by the management team and each other. Staff say that they can contact the managers at any time, and they are confident in approaching the regional manager and responsible individual.

Staff have varied training that is tailored to meet the needs of the children living in the home. They say that they are able to ask for any training that they require, and can have refreshers if they feel it is needed. Managers test staff comprehension of training through quizzes and discussions in team meetings and supervision.

The members of the staff team work well together, despite there being many new staff. The ethos of the home, including the therapeutic approach outlined in the statement of purpose, is threaded through their practice. Staff find the focused groups with the therapist a particularly useful tool in developing their practice and approach to caring for and nurturing the children.

The managers regularly monitor children's progress through monthly reviews and audits of plans. They support children's key workers to celebrate successes with the children, as well as planning any one-to-one sessions to further aid children's development and knowledge. Plans and sessions are clearly recorded and child-focused. They are written to the child and focus on their strengths and how they will be helped to develop the areas where they need more support.

The managers and staff team in the home want the children to succeed to the best of their abilities. Joint working with partner agencies is a strength, in addition to the links with specialist staff within the wider organisation. Staff challenge other professionals if they do not feel that they are working in the best interests of the child.

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: 1226495

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: Lorna Roberts

Inspector

Jennie Christopher, Social Care Inspector

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