

1239953

Registered provider: Keys Educational Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider and offers care for up to three children who experience social and emotional difficulties.

At the time of the inspection, two children were living at the home.

The manager registered with Ofsted in June 2020.

Inspection dates: 28 and 29 May 2025

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 21 August 2024

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/08/2024	Full	Requires improvement to be good
06/02/2024	Full	Good
04/08/2022	Full	Good
21/03/2022	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Both children living at the home were present during the inspection. The inspector saw both children and had a conversation with one of them. This child said they have always liked living at the home and referred to the other child as their sibling. They said that they have good relationships with staff and feel well supported. The child said they enjoy the area where they live and said they feel safe at the home.

Children engage in education and maintain regular attendance. Professionals said that staff attend meetings, communicate well with them, and work effectively with all professionals to ensure that children receive the right education provision for their needs. One child recently completed their examinations and has plans for college in September. Another child purchased their own bike after receiving a financial incentive to improve their attendance at school.

Children have a varied and balanced diet. They help staff choose their meals and eat a range of fruit and vegetables. Each week, staff choose a fruit or vegetable and introduce it to children using a range of creative preparation and cooking techniques. Staff prepare fruit smoothies and fruit desserts for the children, making food exciting.

Children are in good health because staff ensure that they attend regular appointments and engage in services to support them. Children recently visited a dentist, nurse and optician. Staff have supported one child to explore and understand safe sex, consent and healthy relationships.

Interactions between staff and children are kind, caring and fun. There are pleasant conversations, positive encouragement and good-humoured exchanges. Staff have built positive relationships with children, which allows children to relax and enjoy their company. Children spend time with staff rather than in their bedrooms, demonstrating the positive relationships they have with one another.

Children express themselves in various ways. They have regular informal discussions on a range of topics, but staff also support them with more serious matters to ensure that children understand risks and can keep themselves safe.

Children enjoy regular activities in the community and with their friends. They engage in hobbies they enjoy, such as trampolining, bike riding, walking and going to the cinema. Children go on trips and have annual holidays.

The home is well presented, welcoming and homely for children. Since the last inspection, there have been improvements to the home, including a new kitchen and games room. There are a range of soft furnishings, which makes the home feel cosy.

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

Children know how to stay safe online because staff have discussed online safety during one-to-one sessions with them. This is to ensure that they understand risk and how to manage it. In addition, there are robust filtering and monitoring checks in place to reduce risk to children when they are online.

When children move on from the home, the registered manager ensures that the process is well managed. Moving on plans help children feel prepared and comfortable, which alleviates any anxiety they may have. Children visit their new home and meet other children before they move. Staff maintain contact with children after they move and have recently visited a child to celebrate their birthday with them.

Older children have learned practical skills. Staff have helped them plan meals, go shopping and prepare food. They have also completed modules alongside practical tasks covering a range of independent topics, such as understanding money, bills and benefits in preparation for independent living. Professionals said that there is 'notable progress'. Staff have helped the child develop greater independence and learn essential life skills. This includes managing aspects of the daily routine and making decisions that promote autonomy.

Staff use physical restraint techniques proportionately and as a final measure to ensure children's safety. Over recent months, children have not gone missing from the home, and there are minimal safeguarding concerns. However, staff understand safeguarding protocols and follow these when necessary.

Leaders and managers take effective and timely action to address children's complaints against staff. The registered manager seeks professional advice, and internal investigations are clear. Robust action is taken to keep children safe and to ensure that they feel listened to.

Following a medication error, an internal investigation and fact-finding meeting took place. Despite no immediate risk of harm or effect on the child, the registered manager ensured that the relevant staff received further medication training to minimise concerns, raise awareness and prevent future issues.

The effectiveness of leaders and managers: good

Professionals said that the registered manager is a good advocate for children; she understands their needs and delivers high-quality care. She challenges when necessary and takes robust action to ensure that children receive the appropriate support.

Staff said they enjoy working at the home and spending time with children. They give examples of the progress that children have made. This is due to the positive relationships staff have built with children, as well as the therapeutic and nurturing approach to their care. Staff say there is an open and honest culture and that positive

changes have been made since the last inspection. Staff said the registered manager is supportive and dedicated to raising standards for children.

Leaders and managers understand the shortfalls identified during the last inspection. The registered manager has reflected on these and worked hard to enhance staff practice and provide children with a stable and nurturing home. Staff dynamics have improved, and the team works cohesively in the home. There has been focus on training and strengthening the staff team, and the home environment reflects this.

Leaders have good oversight of the home. They have arranged specialist training for staff and monthly clinical consultations so they can discuss children's progress and seek advice and guidance to improve practice and meet children's needs.

The registered manager has oversight of documents, and there are regular and robust monitoring and review systems in place. Furthermore, leaders carry out a range of quality assurance audits to monitor and address any gaps and identify resources to upskill staff.

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: 1239953

Provision sub-type: Children's home

Registered provider: Keys Educational Services Limited

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

Responsible individual: Jenna Hydes

Registered manager: Michelle Grabham

Inspector

Emma Fryer, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025