

1242216

Registered provider: Keys Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company operates the home. It provides care for up to four children with emotional and/or social difficulties.

The manager is registered with Ofsted.

Inspection dates: 21 and 22 November 2023

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 **requires improvement to be good**

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

Date of last inspection: 14 February 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/02/2023	Full	Good
16/11/2021	Full	Good
19/02/2020	Full	Requires improvement to be good
11/12/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Three children were living in the home at the time of the inspection. One child said, 'I am becoming a better person through being here.'

Staff promote children's education and advocate on their behalf. The manager has promoted the children's wishes and feelings with the schools and colleges attended by the children.

Children make good progress in developing crucial life skills. For example, one child is now able to travel independently to college.

Children are supported to make memory books. These reflect the children's journeys. The photos show the children enjoying new experiences, such as going on holiday.

Staff help each child to strengthen their self-esteem and to have a positive body image. Staff are good at sensitively supporting children who are exploring their own sense of identity. Staff make sure that children do not feel judged or stigmatised. However, staff have not yet received training to help them better understand attention deficit hyperactivity disorder and gender identity.

Children can speak with the therapist, who regularly visits. Not all children regularly engage with the therapist. However, the children who have engaged have found it beneficial. The therapist also provides support to the staff to help them better understand the needs of the children.

The manager has not ensured that the children's guide remains up to date. For example, it is missing information about advocacy services and does not hold the most up-to-date details on the children's commissioner.

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

Staff have a good understanding of children's needs. Staff ensure that there are structured routines, effective communication and clear behavioural boundaries in place. Staff de-escalate difficult situations with children effectively. This has resulted in fewer incidents of physical intervention being required.

Children have trusting relationships with staff. This helps develop strong attachments. Children commented that they can talk to staff about their worries or concerns. This gives children a sense of feeling loved, valued and cared for.

The location risk assessment is regularly reviewed. The manager seeks the views of relevant professionals and uses this external insight effectively to keep children safe.

Staff work in accordance with missing-from-care protocols. They are proactive in working alongside other professionals to locate children who have gone missing from the home. When children are back home, they are offered a return home interview with an external person. This provides children with the opportunity to talk to someone independent.

The registered manager has failed to routinely follow company procedures. For example, a member of staff continued to drive with children in the car after being reported for driving over the speed limit.

The effectiveness of leaders and managers: requires improvement to be good

The leadership and management of the home have at times been ineffective. Changes in staff, alongside the registered manager being away from the home for periods of time, have caused anxiety and instability for the children and the staff. The temporary management arrangements in place to bridge the gap have been counterproductive.

Staff do not receive supervision in line with the home's statement of purpose. However, staff feel that they can talk to each other for support. One member of staff said, 'We have a "happy app", which is external support if we need it.' Staff have acknowledged that there are gaps in supervision but said, 'Someone will pick this up at some point.'

Some staff supervision notes have been left in open boxes in the garage. This has left confidential records accessible to everyone.

Systems to monitor children's progress are not yet effective. As a result, shortfalls in practice can go unchallenged.

The home's statement of purpose does not accurately reflect statutory police guidance about children receiving return home interviews following a missing-from-home incident.

Despite the shortfalls found at this inspection, managers and staff do know the children well and are committed to improving the quality of care.

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

Statutory requirements

This section sets out the actions that the registered person(s) 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(s) must comply within the given timescales.

Requirement	Due date
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(v)(b)) This specifically relates to the registered person ensuring that concerns about staff practice are responded to promptly and that a thorough investigation is completed in a timely manner.	4 January 2024
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each	4 January 2024

child and use this understanding to inform the development of the quality of care provided in the home; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(f)(h)) This specifically relates to the registered person using monitoring and review systems to make continuous improvements in the quality of care provided in the home and the need to improve storage of staff documents. It also relates to the manager ensuring that staff have the required training to meet the individual needs of the children.	
The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. (Regulation 16 (3)(a)(b) (5)) This specifically relates to the statement of purpose containing accurate information in regard to children's independent return home interviews being completed within 72 hours.	4 January 2024
The employment of staff standard is that the registered person must ensure that all employees— undertake appropriate continuing personal development; receive practice led supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once a year. (Regulation 33 (4)(a)(b)(c)) This specifically relates to staff receiving good-quality reflective supervision.	4 January 2024

Recommendations

- The registered person should ensure that staff know and understand the role of the local authority designated officer. ('Guide to Children's Homes Regulations, including the quality standards', page 62, paragraph 14.7)
- The registered person should ensure that the children's guide contains information to help the child understand how they can access advocacy support or independent advocacy, if eligible. It should also contain information about how to contact the Office of the Children's Commissioner. ('Guide to Children's Homes Regulations, including the quality standards', page 24, paragraph 4.22)

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: 1242216

Provision sub-type: Children's home

Registered provider: Keys Care Limited

Registered provider address: C/o Pinsent Masons Llp, The Soloist Building, 1 Lanyon Place, Belfast, Northern Ireland BT1 3LP

Responsible individual: Katie Harrison

Registered manager: Kirsten Cocksey

Inspectors

Linda Mason, Social Care Inspector

Helen Gronhaug, Social Care Inspector

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