

1242216

Registered provider: Keys Care Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This home, operated by a private provider, is registered to provide care and accommodation for up to four young people who have emotional and/or behavioural difficulties.

Inspection date: 22 February 2018

Judgement at last inspection: good

Date of last inspection: 31 July 2017

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection.

At the interim inspection, Ofsted judges that it has sustained effectiveness.

Young people continue to make good progress and have positive experiences. From their starting points, their attendance and engagement in education has improved. They have regular contact with family and significant others. They have access to a range of social activities in the local area. Staff understand their complex and changing needs and provide positive support and care.

One young person has left the home since the last inspection. Their behaviours had becoming increasingly concerning, leading to the manager serving notice on the placement. The manager and staff worked closely with the placing authority to secure more suitable provision. The decision to end the placement was not taken lightly, but took into consideration the impact this young person was having on other young people living at the home, as well as on local neighbours.

Another young person moved into the home and has subsequently left since the last inspection. This was a planned move and a short-term placement, to allow the placing authority to identify a placement closer to the young person's home area. The manager

considered the impact this young person would have on young people already living at the home, and, though short, the placement was successful and met the young person's needs.

Another young person who has moved into the home since the last inspection remains in placement. Their move was planned and the young person was able to visit the home before they moved in. This young person was involved in the decision to move into the home. The manager has worked closely with the placing authority to identify a potential school for the young person. Staff have ensured that, pending a new school being identified, the young person has a clear and detailed timetable for home education.

The home experienced an unsettled period last summer. The manager considered the reasons for this and put in place plans to reduce concerning behaviours by young people. These plans included making the decision to end one young person's placement, and developing the staff team. The manager has worked closely with local police officers and has invited them in to work with young people on anti-social behaviour. This reflects her commitment to ensuring that young people receive appropriate support and are not unduly criminalised.

Young people have made a number of complaints since the last inspection. Records reflect that the manager takes very prompt and detailed action. She works closely with young people to resolve any issue, and they report satisfaction in how their complaints have been dealt with. The manager has also responded quickly and positively to complaints raised by neighbours, and has included the involvement of senior managers within the organisation. Managers have taken on board the concerns raised through complaints and have taken necessary action to ensure that complaints have been resolved.

Physical restraint records reflect a staff team that is competent and suitably trained. Following a physical restraint, staff discuss the reason for the use of restraint with the young person involved. There is good management oversight and monitoring of all use of restraint. Behaviour management plans clearly detail potential triggers for concerning or risky behaviours by young people. The plans also include helpful guidance to staff on de-escalation techniques and strategies.

One shortfall was identified as a result of the last inspection. The manager took immediate action to ensure that the medication cabinet only contains medication and no other items. This reduces the potential for staff to access the cabinet and cause potential medication errors.

One shortfall has been identified as a result of this inspection. Case records do not present as consistently up to date or accurate. For example:

- Consent forms for one young person have been signed by the placing social worker but do not have details of the young person recorded on them.
- There is a need to ensure that staff read and sign all risk assessments for young people. One young person's records did not reflect that all staff had done this.
- The local authority care plan for one young person did not contain up-to-date information.
- The records for one young person do not contain their personal education plan or most recent education and healthcare plan.
- The manager needs to ask that the placing authority for one young person

provides them with fuller information on past placements/a chronology.

This is a minor shortfall and has had no adverse impact on young people. The manager is competent, and is keen to continually consider how she and her staff team can improve the support and care provided to young people.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/07/2017	Full	Good
08/11/2016	Full	Requires improvement

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

Recommendations

- All children's case records (regulation 36) must be kept up to date and stored securely whilst they remain in the home. Case records must be kept up-to-date and signed and dated by the author of each entry. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.3)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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: Laganwood House, Newforge Lane, Belfast BT9 5NW

Responsible individual: Patricia James

Registered manager: Holly Robertson

Inspector

Tracy Murty, social care inspector

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