

1247773

Registered provider: Keys Group Progressive Care & Education Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run and managed by a large private company and provides care for up to seven children who may have learning disabilities.

At the time of the inspection, three children were living in the home.

The manager registered with Ofsted in November 2023.

Inspection dates: 15 and 16 October 2024

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: 27 September 2023

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
27/09/2023	Full	Requires improvement to be good
21/03/2023	Full	Good
19/01/2022	Full	Good
12/02/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff know children well. Children have positive and trusting relationships with staff who treat them with dignity and respect. One family member said that, 'Staff genuinely love and care for [name of child].'

Staff provide children with a wide range of ways to express their views, wishes and feelings using children's preferred communication methods such as Makaton and Picture Exchange Communication Systems (PECS) to support them to voice their needs.

Children's health needs are met. Children have access to routine medical appointments, and external support is sought when necessary to meet their health and well-being needs such as therapy services.

Staff support the children to attend school each day and ensure that their education needs are met. Children appear to enjoy attending school and are doing well in line with their individual educational targets.

Positive behaviour is promoted, and achievements are celebrated with the children through monthly awards ceremonies. Staff ensure that children have access to a wide range of activities to meet their hobbies and interests such as swimming, visits to the beach, monkey forest and going to the cinema. In addition to this, staff support the children with activities to help enhance their life skills such as making pizzas, learning how to do simple household tasks and baking.

Staff and the manager do not make use of the local offer. This is a missed opportunity to ensure that children and staff are aware of the resources and information available for children, which could be beneficial for them.

Family time is supported in line with agreed plans. Staff work with families to ensure that children can spend time with their family and maintain relationships that are important to them. However, there could be more meaningful work done with children around their culture and heritage to educate them on their family history and to promote children's individual identities.

Children who have left the home have moved out in a positive and planned way in line with their individual arrangements. One child has moved on to an adult service provision. Staff fully supported the child with their move to their new home to make the move as comfortable as possible for them.

Staff and the manager work with placing authorities to support positive outcomes for the children. However, current placing authority care plans are not always available and this is not challenged by the provider.

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

Staff are trained in safeguarding and understand the company's whistle-blowing procedures. When necessary, staff have put this into practice to raise concerns. When concerns have been raised, all necessary professionals were notified and, in line with agreements, suitable action was taken by the manager to investigate the concerns. Children's welfare was a priority throughout.

When it has been necessary to physically hold a child, it has been reasonable and proportionate and used to keep them and others safe. Reports are detailed and include a thorough manager's response that reflects on staff practice and identifies possible triggers for the child. Following a hold, both the child and staff have received a debrief to explore the effectiveness of the hold and to explore the child's understanding of why a hold has been used.

Staff take suitable action in response to self-injurious behaviours. Staff ensure that medical support is sought when necessary and have worked with the internal positive behaviour support (PBS) lead to identify strategies to help reduce the risk of injury when these behaviours happen.

Children's individual risks are detailed in their plans and risk assessments. These are detailed documents which are updated regularly. They include all necessary information for staff to provide consistent care for children. Internal plans are informed and reviewed through consultation with the internal PBS lead.

There are suitable systems in place for the safe storage and administration of medication. When errors have occurred, suitable action has been taken to investigate these and to identify actions to reduce the likelihood of reoccurrence.

Direct-work sessions take place frequently with children. However, these sessions focus mainly on children's experiences, and are a missed opportunity to support children to prepare for key events and to understand their own emotions and risks.

The effectiveness of leaders and managers: good

There is an experienced manager and deputy manager in post who work together to provide support and guidance to the staff team. Staff describe the managers as visible and open to discuss any matters that arise.

The manager has suitable arrangements in place to ensure that he has an overview of the home and can identify the home's strengths and address any shortfalls or areas for improvement.

Children are supported by a core staff team that knows them well. However, there have been some periods of inconsistency since the last inspection with several changes to the

staff team. There is now a stable staff team, which is complemented by using regular agency staff who have positive relationships with the children.

There are systems in place for the safer recruitment of staff. When agency staff are used, there is a suitable system in place for the managers to access agency staff recruitment information to ensure that they can be confident that agency staff are safe to work with the children.

Staff are suitably trained and qualified in subjects to meet the children's individual needs. However, not all staff have completed the PBS training or training in PECS, and some staff are still completing key training as part of their induction process.

Staff receive regular supervision sessions. However, they are not always practice related. The manager has introduced a new format which focuses more on staff practice and reflection. In addition to this, team meetings take place regularly and are well attended. They are used to share information and as a reminder for staff about their responsibilities.

There are significant shortfalls with the home environment. Some of the shortfalls could be quickly fixed to make the home appear more homely and inviting, such as repairing damage to walls, redecoration of tired and worn areas of the home, and ensuring that the decoration and furnishings are welcoming and inviting for children.

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home's statement of purpose; ensure that staff— provide to children living in the home the physical necessities they need in order to live there comfortably; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(a)(b)(vii)(c)(i)(ii)) Specifically, the registered person must ensure that the home is decorated and maintained to an acceptable standard, and that any damage or wear and tear is quickly addressed and rectified. In addition to this, the registered person must make sure that the home environment is welcoming and inviting for children.	29 November 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. (Regulation 13 (1)(a)(b) (2)(c)) The registered person must ensure that all staff have received training to meet the individual needs of the children. Specifically, staff should be trained in relevant communication methods and positive behaviour support.	29 November 2024
The care planning standard is that children— receive effectively planned care in or through the children's home. In particular, the standard in paragraph (1) requires the registered person to ensure— that each child's relevant plans are followed. (Regulation 14 (1)(a) (2)(c)) Specifically, the registered person must ensure that the placing authority care plan for each child is available for staff. If this is not provided by the placing authority within a reasonable timeframe, then this should be suitably challenged.	29 November 2024

Recommendations

- The registered person should ensure that staff support children to be aware of and manage their own safety and emotions. Staff should help children to understand risks and emotions and to prepare them for significant events in their lives. ('Guide to the Children's Home Regulations, including the quality standards', page 43, paragraph 9.9)
- The registered person should ensure that staff support children to understand who they are and where they come from. Staff should support children to understand their culture and heritage to help provide them with a sense of identity. ('Guide to the

Children's Home Regulations, including the quality standards', page 16, paragraph 3.14)

- The registered person should ensure that managers and staff are aware of the local offer setting out the support available for children with special education needs or disabilities. ('Guide to the Children's Homes Regulations, including the quality standards', page 26, paragraph 5.4)

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: 1247773

Provision sub-type: Children's home

Registered provider: Keys Group Progressive Care & Education Limited

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

Responsible individual: Lisa McCloskey

Registered manager: Christopher Landry

Inspectors

Katie Tomlinson, Social Care Inspector
Mathew Morris-Jones, 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 <http://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 2024