

1247776

Registered provider: Keys Group Progressive Care & Education Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a limited company. The home provides care and support for up to three young people who have learning disabilities.

Inspection dates: 10 to 11 April 2019

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 14 August 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/08/2018	Full	Good
21/03/2018	Interim	Sustained effectiveness
01/08/2017	Full	Good

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, 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
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans; seek to secure the input and services required to meet each child's needs; if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans; and seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5 (a)(b)(c)(d))	07/06/2019
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— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at	07/06/2019

risk of harm; manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1)(2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii))	
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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(a)(c)(h))	07/06/2019
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must keep the statement of purpose under review and, where appropriate, revise it; and notify the HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16(1)(3)(a)(b))	07/06/2019
The registered person must ensure that all employees receive practice-related supervision. (Regulation 33(4)(b))	07/06/2019
The registered person must maintain records ("case records") for each child which—	07/06/2019

include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c)) In particular, ensure that all records remain current and are sufficiently detailed to reflect the care and support provided to young people.	
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. (Regulation 45 (1)(2)(a)(b)(c)(3)(4)(a)(b))	07/06/2019

Recommendations

- Ensure that the registered person has a workforce development plan which can fulfil the workforce requirements of regulation 16, schedule 1 (paragraphs 19 and 20). The plan should detail the necessary staffing structure, the experiences and qualifications of staff currently working in the home and any further training required for those staff to enable them to deliver the home's statement of purpose. The plan should be updated to include any new training and qualifications completed by the staff and used to record the ongoing training needs of the staff and registered manager. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)
- Staff should provide a nurturing environment that is welcoming, supportive, and which provides appropriate boundaries in relation to their behaviour. Homes must also meet the children's basic day to day needs and physical necessities. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.7) In particular, ensure that young people's privacy is maintained within the garden.

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Young people are happy and settled in the home. They are making progress in many areas of their personal development, especially with their personal care needs and independence. One young person is now able to choose and pour their drinks with minimal support from staff. It is clear from his smiles and vocalisations that he is pleased with his achievement.

Some young people are becoming less anxious in a variety of social situations. This is because of the trusting relationships that they have with the staff. Young people are more confident to go to coffee shops and restaurants. Young people also enjoy browsing for items in shops and then paying for them.

One young person spoke of his forthcoming move to his new home. He is aware that this will take place in May, but a date has not yet been set. This is causing his anxiety to increase, which is impacting negatively on his emotional health and well-being. The young person was due to move in January; however, a delay in applying for court papers and the appointment of another new social worker have delayed the process. The manager or senior managers in the company have not rigorously challenged or escalated their concerns effectively to the placing authority.

The manager and staff are supporting a young person who is due to move into the home. They are working alongside the staff at his current placement so that staff can build a relationship with the young person. His social worker said that this is going well. The social worker also commented about the progress of another young person living at the home. They said, 'He is flying; he is doing so well.' The social worker talked about

the challenges the young person has faced, and the support that staff have provided to help to overcome these issues. Overall, they said that the young person has done well in the home.

Young people's healthcare needs are well met. Staff ensure that young people attend their hospital appointments and they seek medical assistance for them when they are unwell. Young people are aware of the other young people's needs. For example, one young person explained to inspectors that another young person may be unwell but that the manager and staff were looking after them.

Contact with families is valued by the staff and the families themselves. Families are welcomed into the home and some spend considerable amounts of time at the home with their children. Parents spoke of the staff's commitment to their children and how they do not give up when things 'get tough'. Parents said that they have seen 'massive changes' in their children since living here. They said that their children are now happy and settled and are more able to engage in activities and school.

How well children and young people are helped and protected: requires improvement to be good

The manager and staff have a sound understanding of safeguarding practice. Staff have an awareness of young people's vulnerabilities and possible risks. However, staff have not identified the potential risks associated with one young person's behaviour. These risks are not reflected in their risk assessment or care planning documentation. Risk assessments and care plans therefore lack rigour and could place young people at risk. Furthermore, staff have not taken into account emerging information from other professionals and this has not been added to young people's care plans to help staff to support the young people.

Young people do not go missing from this home. However, staff are aware of the procedures to implement should this occur. Staff have some understanding of the dangers that the internet can pose for young people. Unfortunately, they have not had training to help them to support young people's safe exploration of the internet and social media.

Staff are positive role models who display safe and appropriate behaviours. This helps young people to learn socially acceptable behaviour, such as asking if they can give a person a hug. This has improved one young person's own self-awareness and safety. Staff understand each young person's preferred style of communication. Staff use this well in practice to provide support and guidance to young people, as well as to secure young people's views and help them to make choices. A social worker said that staff are 'responsive to [name of the young person] behaviour. I have observed staff and they are warm and natural with him. He is calmer and much more settled.'

Young people live in a homely, welcoming environment. They have been instrumental in choosing the decor in their bedrooms. Communal areas are welcoming, and several photographs of the young people are displayed with pride. The outdoor area has been improved to provide a sensory area for young people, who thoroughly enjoy spending time outdoors. Currently, the gates to the side of the property do not promote the privacy and dignity of young people when they are using the outdoor area.

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

The home is led by a qualified and experienced registered manager. However, since the last inspection, minimal action has been taken to address several of the requirements that were raised. In addition, there has been minimal oversight of the home by senior managers to ensure that effective action was taken to address the shortfalls. The registered manager has continued to work long hours in the home supporting the young people. This is due to a range of factors, including the lack of drivers on the staff team and staff vacancies. The manager has stated that she is aware that these issues have had a negative impact upon record-keeping and monitoring of the home.

A deputy manager has been appointed and was due to start in November 2018. However, they have been seconded to another home and the rationale for this is unclear.

Young people's case records have not been updated, and they contain out-of-date and conflicting information. Discussions with staff indicate that they are aware of the young people's current needs and are meeting these in practice. However, there are no clear plans in place for issues such as young people's personal care. This leads to inconsistencies in practice and may lead to confusion for young people.

The statement of purpose for the home has been updated; however, it does not make clear that young adults also reside in the home. Although staff now have regular supervision and said that they found this to be helpful, the registered manager has not had professional supervision since the last inspection in August 2018. This has hindered her ability to make the necessary changes and to improve the record-keeping at the home.

Monitoring by the independent person is detailed and, on several occasions, has identified the lack of robust record-keeping at the home. However, senior managers have not addressed this, and have not considered why this issue has been repeatedly raised in the independent person's reports. The registered manager's six-monthly monitoring reports are now sent to Ofsted. However, the reports do not provide a critical analysis of the service or the actions needed to make the desired improvements.

A number of staff hold a recognised level three qualification. Several hold a qualification in caring for adults but, due to an oversight, they have not yet been allocated a course to complete additional modules that will make their qualification compliant with a level three qualification in caring for children. Immediate action was taken during the inspection to address this. The workforce development plan is dated July 2017 and July 2018. The information contained in this is conflicting and is therefore not a true reflection of the current staff team or staff training needs.

The staff are committed to the young people they care for and want the very best for them. They are aware that the paperwork is not correct. They said that they have detailed daily handovers and team meetings which help to keep them up to date about the young people's needs. This was evident in the handover and team meeting records. Staff have regular discussions with other professionals to support young people. One social worker said that they were waiting to place another young person in the home

due to the success of the young person that they already have living there.

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.

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: 1247776

Provision sub-type: Children's home

Registered provider: Keys Group Progressive Care & Education Limited

Registered provider address: Maybrook House, 2nd Floor, Queensway, Halesowen, Worcestershire B63 4AH

Responsible individual: Melanie McGuinness

Registered manager: Heather Davies

Inspector

Chris Scully, social care inspector

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