

1247776

Registered provider: Keys Group Progressive Care & Education Limited

Interim 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 date: 13 January 2020

Date of last inspection: 10 April 2019

Judgement at last inspection: requires improvement to be good

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 requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

The registered manager has been absent for a few months. In the interim period, the home has been overseen by the responsible individual, senior managers and acting managers. The deputy manager returned to the home in early January 2020 and is now the acting manager.

The acting manager is aware of the strengths and areas of development for the home. He is collaborating effectively with the responsible individual to prioritise tasks. He is keen to bring stability back to the home.

Following the last inspection, the home has received support from senior leaders and area managers to bring about change. However, the response from one manager has not been as effective. This may have played a part in some of the requirements previously raised not being met in full.

Inconsistencies remain in the quality of record-keeping. Care plans are generic and do not describe the uniqueness of each young person. Information is missing, for example how to support the personal needs of some young people in relation to their hair and nail care. This leads to inconsistencies in practice and may lead to confusion for young people.

A social worker said that, despite all the changes in staffing, their young person continues to make progress. The young person is eating a more diverse diet, and this is a massive achievement for them. This has resulted in their needing to take less medication to support their health and well-being.

Family members said that the care staff have continued to support their child, although the young person has been affected by the changes in the home, and this has resulted in some unwanted behaviour.

Staff took effective action to support a young adult's move into their new home, and they are now settled and doing well. Staff are currently supporting the move of other young adults into their new homes.

Staff are more aware of their roles and responsibilities with regards to safeguarding young people and protecting them from harm, including reporting concerns to the appropriate persons. This has resulted in concerns being raised which are currently being investigated. All staff are being supported throughout this process.

The home does not have a current workforce development plan. This limits the home's ability to address shortfalls and to drive forward continuous improvement.

Staff who do not hold a recognised level 3 qualification are now on appropriate training courses. The home's training plan is effective and ensures that staff have the right skills to meet the needs of the young people whom they are caring for.

Monitoring by the registered manager is not yet secure. The last monitoring report received by Ofsted was a positive report that did not reflect the last inspection judgment or the action needed to address the shortfalls raised. This has not helped to drive forward improvements.

Senior leaders and managers are taking a more active role in the service. They are committed to the ongoing development of the home and the support provided to the acting manager and staff. The relocation of the office means that the acting manager has better oversight of the service. A refurbishment programme for the premises is taking place and includes the creation of a medical room, which will aid the safe storage and administration of medication.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/04/2019	Full	Requires improvement to be good
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
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; 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)(h))	28/02/2020
The registered person must maintain records ('case records') for each child which— 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.	28/02/2020
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—	28/02/2020

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'). (Regulation 45 (1)(2)(a)(b)(c)(3))	
--	--

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 understand the importance of careful, objective and clear recording. Information about the child should be recorded in a way that will be helpful to the child. The home's records on each child represent a significant contribution to their life history. ('Guide to the children's homes regulations including the quality standards', page 62, paragraphs 14.4 and 14.5)

Information about this inspection

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.

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: 1247776

Provision sub-type: Children's home

Registered provider: Keys Group Progressive Care and Education Limited

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

Responsible individual: Lisa McCloskey

Registered manager: Heather Davies

Inspector

Chris Scully, 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 children looked after, 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

<http://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://reports.ofsted.gov.uk/>.

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: <http://www.gov.uk/ofsted>

© Crown copyright 2020