

1247776

Registered provider: Keys Care 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. It is registered to provide care and support for three young people who may have learning disabilities.

Inspection date: 21 March 2018

Judgement at last inspection: good

Date of last inspection: 1 August 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.

The manager has made good progress in addressing most of the requirements and recommendations made at the last full inspection. The home has been decorated and new furnishings have been purchased. This means that young people benefit from a warm and homely environment. Good transition plans mean that young people are welcomed into the home and, when the time comes, leave the home in a planned manner. This includes a good assessment of the risks to the young people, ensuring that members of staff can care for young people safely. Placement plans, healthcare plans and risk assessments are reviewed and updated regularly. This means that young people's plans remain current and members of staff are fully aware of any changes in young people's care or routines. Further to this, members of staff have had training in recording information in a non-stigmatising way. As a result, the terminology used in the young people's records has improved. This means that the young people's records are child friendly and represent a true account of their placement history. All complaints are now well recorded. In addition to this, complainants receive a formal letter regarding the

outcome of their complaint, and additional information that allows them to continue to pursue their complaint if they are not happy with the response. Both internal and external monitoring of the home have improved. As a result, the reports are more evaluative; they identify the strengths and weaknesses of the service and good action is taken to address shortfalls. This means that the service continues to improve and develop. These reports are now sent in a timely manner to Ofsted.

At the last inspection, the manager was asked to ensure that all members of staff receive regular supervision. The independent visitor has raised this issue on several occasions. There has been a small turnover of staff and the manager has struggled to complete all of the supervisions. Therefore, this requirement has been repeated at this inspection.

Young people at this home use different forms of communication. For example, some young people use signs or Makaton. While others use noises to communicate their views. The young people are progressing very well because members of staff know them and respond effectively to them. For example, there has been a significant reduction in young people being held for their own or others' safety. Clear records are maintained when young people are held. The manager evaluates the interventions effectively and members of staff are debriefed. This means that members of staff gain a better understanding of the young people's needs/triggers and learn from these situations. This is also evident in the recording of sanctions. For example, the manager challenged a sanction that involved the removing of a young person's television, as this was not connected to the actual negative behaviour. This good oversight ensures that all matters are thoroughly monitored and reviewed.

The young people have excellent attendance at school. Members of staff liaise with teachers and support workers to ensure that young people do well, and that any difficulties are discussed quickly. In addition to this, members of staff advocate for young people and work closely with healthcare professionals. The manager is currently pursuing a medication review for one young person. As a result of the close relationships with healthcare professionals, the looked after children's nurse is aware of this situation and has supported the manager by also requesting a medication review. This supportive working partnership means that young people receive the services that they require.

Generally, safeguarding practice at the home is good. Members of staff have the knowledge, skills and training to support them in their practice and to keep young people safe. However, on one occasion a professional raised a concern with the manager in regards to safeguarding practice in the home. The manager failed to take action for a period of time. This created an unnecessary delay. Further to this, the manager did not inform Ofsted of the concern until a later date. This does not show that immediate and effective action is always taken to address concerns. In contrast to this, staff meetings provide a forum for discussing, reviewing and exploring safeguarding concerns, policies and procedures. For example, the staff team has recently reviewed the whistle-blowing policy to ensure that everyone is confident about raising concerns if they need to do so.

The staff members have regular team meetings and daily handovers. These enable them

to pass on relevant information and provide continuity of care. Most of the staff have a recognised childcare qualification and new members of staff are registered on an equivalent course. The manager is expecting to finish her level 5 in leadership and management in April 2018. Members of staff receive good training opportunities and mandatory training is refreshed appropriately. This means that members of staff have the skills and knowledge to care for young people well.

Members of staff understand the importance of family contact and they facilitate this well. This enables young people to maintain good relationships with their families and other people who are important to them. On occasions, family members join the young people when they are out on activities with members of staff. This gives the young people and family members an opportunity to spend time together with support from the staff team. Young people's access to the community has significantly improved. This is because: the young people are settled at the home; members of staff understand the young people's preferred communication methods; and any negative behaviours are picked up on quickly and de-escalated. As a result, the young people have enjoyed caravan holidays and one young person is in a football team. This means that young people are involved in the community, and are having fun and learning social skills.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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 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 take effective action whenever there is a serious concern about a child's welfare. (Regulation 12(1)(2)(a)(vi)) In particular, ensure that any concern raised with the staff is reported to the appropriate safeguarding professionals.	30/05/2018
The registered person must notify HMCI and each other relevant	30/05/2018

person without delay if—	
there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40(4)(e))	
The registered person must ensure that all employees receive practice-related supervision. (Regulation 33(4)(b))	30/05/2018

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: 1247776

Provision sub-type: Children's home

Registered provider: Keys Care Limited

Registered provider address: Laganwood House, Newforge Lane, Belfast BT9 5NW

Responsible individual: Melanie McGuinness

Registered manager: Heather Davies

Inspector

Pam Nuckley, social care inspector

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