

# 1247776

Registered provider: Keys Group Progressive Care and Education Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is owned by a private company and is registered to provide care for up to three children with autism spectrum disorder and/or learning disabilities.

There is no registered manager in the home. An interim manager is in post.

### Inspection dates: 30 November and 1 December 2022

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
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|                                                             |      |
|-------------------------------------------------------------|------|
| 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:** 5 January 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 05/01/2022      | Full            | Good                            |
| 13/01/2020      | Interim         | Sustained effectiveness         |
| 10/04/2019      | Full            | Requires improvement to be good |
| 14/08/2018      | Full            | Good                            |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Three children live in the home. The staff build good relationships with the children. Staff have a good understanding of the children's needs. One parent said that the staff are 'so dedicated' to their child's needs and they 'go above and beyond'.

The children are attending school regularly. There is good communication between the staff and education providers. The staff are strong advocates for the children. For example, staff advocated for a child to have a teaching assistant with British sign language (BSL).

Staff support children to maintain good physical health. Children are in a good routine with their medication and attend all their health appointments. The staff have good working relationships with health services and have sourced specialist support for the children. For example, a dentist and hairdresser visit the home to see the children so that they are in a familiar environment.

Staff support the children to carry out daily tasks independently in line with their individual needs, for example personal care, choosing their clothes and going shopping. This is helping the children to prepare for adult life.

Individual sessions are carried out with the children. Children with non-verbal communication are supported to use Makaton and BSL if required. Staff use social stories to help the children learn about what to expect in different situations and why. For example, one child successfully attended a hospital appointment, and two children went on holiday in the summer.

Staff support the children to engage in activities in the community, such as trampolining, swimming and going for a meal. The children will regularly go for a walk together with staff. This is helping the children to develop their confidence and social skills.

Staff arrange for children to spend time with their family, who are welcome to visit the home. This helps the children to maintain their identity and continue to see the people who are important to them.

Staff do not have the current copy of all the children's relevant plans and documents, including the placing authority's care plan, health assessment and court orders. Therefore, staff do not have access to up-to-date information about the children. This limits the staff's ability to support the children and their development and measure the children's progress accurately from when they moved in.

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

Children have a high level of supervision which is consistent with their plans. This means that they can develop their independence while staff ensure that they are safe.

Individual assessments of risk are in place and updated regularly by the children's key worker. The staff understand the children's vulnerabilities and identified risks, and the strategies used are clear and effective. This means that children are safeguarded effectively because of the care they experience.

Children receive help and support to manage their behaviour and feelings safely. Staff provide the children with clear routines and boundaries, and children receive praise for positive behaviour.

Restraints are proportionate and used as a last resort. The recordings of incidents of restraint are detailed and show a range of de-escalation strategies used in attempts to avoid the restraints. Staff and children receive a debrief after an incident. Debriefs for children are child centred and in accordance with their communication needs.

There have been no incidents of children going missing from the home. Staff are clear on what action they would take should a child go missing.

## **The effectiveness of leaders and managers: good**

The manager is new to the home. He is suitably qualified and intends to apply to Ofsted for registration. There is an experienced deputy manager who knows the children well and is a positive role model for staff and children.

There is a sufficient number staff at the home to meet the children's needs and to protect them from harm. However, there has been a high turnover of staff since the last inspection and recruitment is ongoing. Regular bank workers are used to cover the shortfalls, which helps to ensure that the children receive continuity of care.

Monitoring and review systems are in place. However, there is a lack of consistent management oversight of children's risk assessments and plans. This means that the managers do not have a full understanding of what is working well and the areas for development to improve the quality of care that the children receive.

Managers and staff receive training to develop the necessary skills and knowledge to understand and meet the children's individual needs. For example, staff have completed training in autism spectrum disorder, BSL, Makaton and sensory processing. New staff coming into the home have received an appropriate induction.

Staff say that managers are supportive. Staff have regular supervision, and records demonstrate that supervision is of good quality and gives staff an opportunity to reflect on their practice. However, appraisals have not taken place annually for all staff.

Team meetings do not take place each month. Therefore, staff have not had an opportunity to discuss complex issues and talk through ideas and solutions together, particularly during a time of staff change.

## 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        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff—</p> <p>provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1)(a)(b) (2)(b)(iv))</p> <p>Specifically, the registered person should ensure that children's relevant plans and documents are obtained from the placing local authority to inform care planning to meet the children's needs.</p> | 26 January 2023 |
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p>                                                                                                                                                                                                                                                                | 26 January 2023 |

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| <p>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p> <p>feedback on the experiences of children, including complaints received; and</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(f)(g)(ii)(h))</p> <p>This relates specifically to the registered person ensuring that there are consistent systems in place to monitor and review the children’s assessments and plans and their progress in accordance with their relevant assessments and plans.</p> |                 |
| <p>The registered person must ensure that all employees—</p> <p>have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(c))</p> <p>This relates specifically to the registered person ensuring that all staff have an annual appraisal.</p>                                                                                                                                                                                                                                                                                                                 | 26 January 2023 |

## Recommendation

- The registered person should be responsible for leading a team which provides high-quality care for all children living in the home. Specifically, the registered person should ensure that team meetings take place regularly. (‘Guide to the Children’s Homes Regulations, including quality standards’, page 52, paragraph 10.4)

## 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:** 1247776

**Provision sub-type:** Domestic and inter-country adoption

**Registered provider:** Keys Group Progressive Care and Education Limited

**Registered provider address:** Maybrook House, Second Floor, Queensway,  
Halesowen, Worcestershire B63 4AH

**Responsible individual:** Lisa McCloskey

**Registered manager:** Post vacant

## Inspector

Dawn Walker, Social Care Inspector



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