

1248043

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 registered to provide care and accommodation for up to two children who may have learning disabilities. The home is privately owned and managed.

The manager has been registered with Ofsted since February 2021.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection dates: 5 and 6 January 2022

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 3 March 2020

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/03/2020	Full	Good
15/01/2019	Full	Good
28/02/2018	Interim	Sustained effectiveness
14/11/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children who live in this home are cared for by staff who know them extremely well. As a result, both children in the home make good progress. One child's emotional health has significantly improved since he came to live in the home.

Both homes have been recently renovated and the home environment is safe. There are pictures of one child's family all around the home, including several pictures of the child. This helps the child to feel valued.

Both children attend school that is appropriate to meet their complexed needs.

Children are supported to engage in activities in the community. This helps children to gain in confidence and develop social skills.

Children are encouraged to see their families in line with their current care plans.

Children's guides are written for each child and are suitable to meet their complex needs.

Children who move in and out of the home do so by a well-planned approach. Staff and the manager take time to build relationships with children who are coming to live in the home.

Parents of one child who lives in the home told the inspector they feel that their child has made 'significant progress' and staff 'put his needs first'.

Complex health needs are being well managed. Strong and well-established links exist with community-based healthcare services. The home retains good links with a range of services which provide specialised care to children. A healthcare professional told the inspector that staff and the manager are 'capable, caring and determined to do the best for both children who live in the home'.

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

Risk management is good in the home. However, one child's bedroom contained locks on his wardrobe and drawers. This had not been regularly reviewed in line with his current presenting risks. Furthermore, another child's bedroom contained no toys or belongings. This environment does not help children to thrive.

Allegations against staff are dealt with swiftly and effectively by the manager. This means children living in the home are safeguarded from potentially unsafe adults.

Poor decision-making made by the previous manager led to a child coming to live in the home with staff who were not effectively trained to care for him.

Staff and the manager have undertaken a range of training in safeguarding matters. This ensures that they have some basic knowledge of safeguarding practice. However, staff had not received training in relation to some specific risks to the child prior to him coming to live in the home. This fails to adequately equip the staff to meet the needs of the child and potentially increases the risk of harm to the child.

Behaviour management is well managed. A non-confrontational approach means that children live in a non-punitive environment. However, children are not always supported to take age-appropriate risks. As a result, this does not allow children to learn by experience.

Staff complete training in the use of physical intervention and de-escalation techniques. There is a high level of physical intervention used in the home; however, staff only use such measure of control to prevent children from hurting themselves and/or others. Staff record these incidents with care and provide a detailed record. As a result, managers have all the information that they need to evaluate these incidents.

The effectiveness of leaders and managers: good

The registered manager is inspirational and child centred in her approach. She has created a culture that is categorised by high hopes for children.

The staffing team is permanent and, although there was a high turnover of staff last year, the current manager has now created a stable workforce.

Complaints made are dealt with effectively and appropriate feedback is provided.

The manager has not been proactive in progressing one child's care plan. Not progressing children's plans means that children's development could be delayed.

Care planning documents held in the home are generally of good quality. However, some records are not regularly reviewed. For example, children's plans do not contain review dates in order to track children's progress. The manager is committed to reviewing and revising her systems to ensure children's records are regularly reviewed.

Staff receive regular supervision, and training is available to enhance their knowledge and skills. Children are discussed in detail at team meetings and are the primary focus in the home. Staff say that they 'love' working here. Staff and the manager thrive on the achievements that children make.

Staff and the manager work well with a range of professionals which include health, educational and social workers. Furthermore, the manager and staff seek support and guidance from other professionals when required. Children benefit from this multi-agency approach. Professionals speak positively about the home and the progress that the children make.

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 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— understand and apply the home's statement of purpose; protect and promote each child's welfare; help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; provide to children personal items that are appropriate for their age and understanding; and make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(vi)(viii)(ix)(c)(i))	4 February 2022

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; 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; and 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)(f)(h))	4 February 2022
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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: 1248043

Provision sub-type: Children's home

Registered provider: Keys Group Progressive Care & Education Limited

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

Responsible individual: Lisa McCloskey

Registered manager: Patricia O'Reilly

Inspector

Rachel Springford, Social Care Inspector

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