

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

The manager registered with Ofsted in February 2021.

Inspection dates: 18 and 19 February 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 30 January 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/01/2024	Full	Outstanding
08/11/2022	Full	Good
05/01/2022	Full	Good
03/03/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children receive exceptional care. They are making significant and sustained progress that will have a long-term impact on the quality of their lives. For example, one child has learned to say new words and to use consistent signs and symbols to make his needs known.

Children are cared for by staff who know them well. Staff are extremely responsive to children's needs. Children are building positive and trusting relationships with the staff who care for them. One external professional said, '[Name of child] feels secure there. Staff are really invested in him and the progress he is making is amazing. He is like a different child.'

Children are learning new skills that will increase their independence and improve their long-term outcomes. For example, staff are supporting children to make choices, communicate their feelings and to be more independent in their personal care.

Staff understand each child's unique methods of communication. Listening to children and actively seeking ways to maximise children's communication skills is a strength of this home.

Children are nurtured by staff. Staff take regular opportunities to praise children and reinforce how proud they are of their achievements. This helps children to feel secure, loved and valued.

Staff make sure that they provide children with opportunities which expand their life experiences. They plan a range of interesting and stimulating activities that meet children's sensory needs and reflect their interests, for example, trips to the theatre, cinema and soft-play facilities. One child who was initially reluctant to leave the home due to their anxieties now enjoys regular trips out with staff. Staff have created memory books to capture children's special moments while living at the home.

Children are helped to form friendships with children who live locally. Children's friends visit the home, and they do activities together with the support of staff. One child celebrated their birthday with a party for the first time and invited his friends to attend. This was something he would previously have found too overwhelming to enjoy. These types of opportunities widen children's social circle and reduce the risk of social isolation.

Both children are engaged in education. The manager has challenged other professionals when there has been drift in securing education placements for the children. Furthermore, she has sourced independent advocates to strengthen the voice of the child and ensure it is heard. Strong collaborative work with schools and health professionals has helped one child to overcome his anxieties about school attendance.

Children's introductions to the home are sensitively planned and done at the child's pace. The manager gathers a wealth of information about the child to ensure that the appropriate resources are in place before the child moves in. In addition, children are well prepared for their move to the home. Staff spend lots of time with the child to get to know them and bespoke social stories are created to help the child understand what is happening and alleviate any worries they may have.

Children live in a warm and welcoming home. The home is decorated to reflect children's individual personalities and identities. Specialist resources are carefully sourced to enhance their experiences. For example, an indoor swing has been fitted in the lounge and outdoor play equipment ensures the garden is an interesting and engaging place for children to play.

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

Children receive high levels of supervision and support. This is aligned to their complex needs and helps to keep them safe.

Robust risk management plans ensure that children's disabilities are not a barrier to participation or social inclusion. Risks are balanced and managed to ensure children can access activities in the local area. Staff understand the risks to children and the steps they should take to minimise risks.

Staff carry out direct work with children to help them to develop an understanding of managing personal boundaries and developing appropriate relationships. Staff have researched specialist resources to ensure that this work is fun, meaningful and appropriate to the child's development age.

One child has made significant progress with their communication skills. The use of creative communication tools is helping him to identify his emotions and to develop strategies to manage them. For example, he has learned how to tell staff when he feels happy and sad. There are sensory resources available to the child that correspond to the emotion he has communicated. This is helping him to regulate his emotions and reduce his anxiety. The ability to communicate his feelings to adults is empowering and is leading to a reduction in behaviours of concern.

Children's needs, personalities and complex behaviours are exceptionally well understood. This helps staff to anticipate situations that children may find difficult and take proactive action. Staff can recognise when children are becoming distressed and intervene early to offer the child reassurance and comfort. This helps children to feel safe.

Staff manage difficult situations with children in a calm and confident way. They rarely need to hold a child to keep them safe. The manager encourages staff to reflect on their practice to shape future approaches. The manager is committed to ensuring the voice of the child is heard. For example, symbols and pictures are used with children to help them to communicate what happened and how this made them feel.

The effectiveness of leaders and managers: outstanding

The manager is a confident and experienced leader. She is passionate about ensuring children receive the highest-quality care. The staff team shares her commitment to securing the best outcomes for children.

The manager inspires a culture of creativity and positivity in the home. She researches good practice and generates creative ideas to sustain high-quality care for children. Staff are enthusiastic and embrace this new knowledge and learning. This makes an exceptional difference to the experiences and lives of children.

Children are at the centre of staff practice. There is a genuine passion and commitment among the staff team, which is apparent when they speak about and interact with children. One professional said, 'The best interests of the children are their sole focus. They go above and beyond to ensure that children are happy and safe.'

The manager understands the needs of the children. She is ambitious for children to fulfil their potential. The manager and staff talk proudly of the progress that children are making.

Managers and staff are committed to ensuring that children's voices are heard, valued and acted on. The manager has created an environment that maximises opportunities for children to communicate their wishes and feelings. This enables children to make choices and have more control over decisions about their day-to-day care.

The manager has robust monitoring systems in place. This helps her to understand the home's strengths and areas for development. She is constantly looking for ways to improve the home and provide new opportunities for children.

Staff benefit from a comprehensive training programme that equips them with the skills to work with disabled children. Furthermore, the manager sources specialist training that is bespoke to the children who stay at the home. For example, training in Makaton and the Picture Exchange Communication System is helping staff to expand children's methods of communication.

The manager has forged strong partnerships with social workers, schools and health professionals. She is confident to challenge external professionals when children are not receiving the support they need. She is a strong and tenacious advocate for the children's rights. This ensures that children have access to the support they need to meet their complex needs. Professionals speak very highly of the manager and staff team. One professional said, 'This is a unique staff team, I can't fault them. They want to make sure that they are delivering the best care.'

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: Maybrook House, Third Floor, Queensway, Halesowen, West Midlands B63 4AH

Responsible individual:

Registered manager: Patricia O'Reilly

Inspector

Sophie Thomson, Social Care Inspector

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