

# 1248043

Registered provider: Keys Care Limited

Interim inspection

Inspected under the social care common inspection framework

## **Information about this children's home**

This is a privately owned children's home providing care and accommodation for up to two young people who have learning disabilities.

**Inspection date:** 28 February 2018

**Judgement at last inspection:** Good

**Date of last inspection:** 14 November 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.

Two young people have been living at this home for a number of years. They have made significant progress in all areas of their lives. One young person has made friends in the local community. He is enjoying caravan holidays in the school breaks and he is very settled at the home. There has been a change of plan for the other young person. A recent professional meeting has concluded that she requires a more specialised service. The manager and social worker are working closely together to identify an residential education provision that can meet her emerging needs.

There have been no safeguarding concerns to report. Any significant event or incident would be reported quickly to parents, local authorities and to Ofsted. This means that everyone would be aware of the action taken and the outcome of any serious matter. A professional said that the staff team and manager are excellent at discussing and

sharing concerns. He said, 'There is a high level of communication between us and the young person's parents'. He continued to say that, because of this level of communication, that contact between the young person and their parents has been maintained.

Young people attend educational placements that are specific to their individual needs. The home works very closely with education professionals to ensure that the young people's vulnerabilities are understood and that everybody is safe. As a result, young people's attendance is very good.

Young people have not been reported missing from this home. Staff follow the local area's protocol and fully understand their roles and responsibilities in this area. Clear risk assessments show the vulnerabilities of each young person and the agreed reporting measures.

The young people have specific health conditions and associated learning difficulties. Medication is safely stored, distributed and recorded. Members of staff receive regular training in administering medication. Therefore, young people receive their medication in line with their prescriptions. The manager and staff work closely with a range of healthcare professionals. The young people have recently had cognitive and functional behaviour assessments, and this has given the staff team a clearer understanding of their developing needs. As a result, young people's care plans have been updated with additional information that helps members of staff to care for the young people well. This close working relationship with healthcare and social care professionals has informed the decision to move one young person to a residential education setting.

There has been a significant reduction in restraints. This is due to members of staff applying de-escalation techniques that have been informed by the young people's health assessments and by working with other healthcare professionals, such as the children's mental health service. The recordings of physical intervention have now improved. The manager has completed a training session with members of staff regarding the detail required by regulation. For example, there is now a description of the hold used rather than the name of the hold. This means that there is a clear picture of the circumstances, intervention and outcome.

There have been two external complaints since the last full inspection. These have been with regard to members of staff following agreed strategies with the local authority. Therefore, the social worker has responded directly to the complainant. The manager has also acknowledged these complaints in writing and given the complainant the details to challenge the decision, if necessary.

The manager has a workforce plan that identifies timescales for staff supervision. As a result, part-time staff and bank staff are now receiving regular supervision. In addition to this, members of staff have regular staff meetings. This gives them an opportunity to discuss the young people in depth, the outcomes of any recent professional meetings and any changes to young people's care. Furthermore, staff meetings are an opportunity to reflect on policies, procedures and training. This means that members of staff are fully

aware of any changes and have the opportunity to refresh their knowledge.

A stable staff team cares for the young people well. Most of the staff team members have a suitable childcare qualification and one member of staff is working towards an equivalent qualification. Staff have now completed training about self-injurious behaviour, and other training is refreshed when required. This means that the staff team has the support, skills and knowledge to care for young people well.

The home has benefited from having a new kitchen installed and is nicely decorated throughout. Any maintenance issues or damage to the home are quickly reported and repaired. This means that young people live in a warm and homely environment. All visitors to the home are required to show identification, and they are now logged in and out of the home. This ensures that only suitable adults have access to the home and that young people are safeguarded.

External and internal monitoring of the home is good. The manager uses the information provided by the independent visitor to improve and develop the home. These actions are taken through to her development plan for the home. This assists her to continue to improve the service. For example, she has identified that training resource manuals should be in the home, so that members of staff can access them for their learning and development. She has an individual development plan for new staff that identifies all their training needs, and new staff now receive a written probation report that shows their progress and continuing developmental needs. This means that members of staff have a clear audit trail of their progress. The manager is striving towards gaining a recognised autism kite mark and to having an autism champion for the service.

At the last inspection, the manager was asked to ensure that staff play a full role in preparing a journal for young people, which captures their journey through care and provides children and young people with a lasting memory. This has been partially met. Members of staff have tentatively started to collate photographs and memorabilia, but this has not progressed further. Therefore, this recommendation has been repeated.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement    |
|-----------------|-----------------|-------------------------|
| 14/11/2017      | Full            | Good                    |
| 25/01/2017      | Interim         | Sustained effectiveness |

## What does the children's home need to do to improve?

## Recommendations

- Ensure that staff play a full role in preparing a journal for young people which captures their journey through care and provides children and young people with a lasting memory. ('Guide to the children's homes regulations including the quality standards', page 16, paragraph 3.14)

## 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:** 1248043

**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:** Angela Kennedy

## **Inspector**

Pam Nuckley, social care inspector

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