

1249031

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 owned by a large national provider of children's homes. It provides care for up to three children with learning disabilities, including autism.

The manager registered with Ofsted on 22 July 2020.

At the time of this inspection, two children were living in the home.

Inspection dates: 24 and 25 July 2023

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: 7 June 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/06/2022	Full	Good
22/03/2022	Interim	Improved effectiveness
17/08/2021	Full	Requires improvement to be good
30/04/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children live in a homely, comfortable, well-maintained home. Pictures of days out and celebrations are a reminder of happy times that children and staff have enjoyed together and act as a prompt for positive reflective discussions.

Staff work hard to meet the needs of the children in their care. Records are clear and well maintained, reflecting the views and wishes of children and how they wish to be cared for. Records are updated on a regular basis, ensuring that information is current and that staff are aware of any new concerns or changes to children's routines.

Staff promote the health of children by preparing regular healthy meals, as well as encouraging children to take part in regular exercise and a range of activities. Children enjoy activities and, when they are able to, plan their activities with staff. Pictorial planners help children to understand what the plans are for their day.

Staff take children's education seriously and have high aspirations for them. The manager and staff are proactive when children do not have an educational placement and ensure that children enjoy a range of educational activities while waiting for their placements to begin.

Staff help children to maintain relationships with their family, friends or previous carers. When there are safeguarding concerns, staff act swiftly and involve relevant professionals to promote the safety of children.

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

Children's physical and mental health are managed proactively by the manager and her staff team. The manager ensures that a multidisciplinary approach is taken to ensure there are no delays in responding to the safety and welfare of children.

Records are clear and accurate and provide guidance for staff to follow to ensure that the needs of children are met in a way that meets their wishes.

Physically holding children is used as a last resort. Records outline the necessary steps for staff to follow before using any hold. Staff refer to these procedures in their daily routines, with records demonstrating that these procedures are followed to ensure that children's routines are maintained.

Although risk management plans are well written, clear and reflect some risks to children, they do not contain all known risks to children and are not always updated following incidents. This fails to ensure that staff are aware of how to safeguard children adequately.

There have been few safeguarding concerns for children and no allegations made against staff since the last inspection. When necessary, staff follow safeguarding procedures and involve relevant professionals to ensure the safety of children.

Generally, children's medication is well managed and medication administration procedures are followed. However, there have been two medication errors since the last inspection. The manager took appropriate action to safeguard the children affected at the time, as well as addressing the issue with the staff concerned. She has used the opportunity to learn from the incidents and is using quality assurance systems to reduce the risk of further incidents and errors.

Children know the tasks that they need to complete, many of which are incentivised, and are linked to individual goals. Children and staff discuss these goals and achievements throughout the day as part of natural conversations.

The effectiveness of leaders and managers: good

The home is managed by a suitably qualified and experienced manager. She is passionate about her role and aspires for children to achieve success in their lives. These beliefs and values are shared with staff, who work together to create a positive environment for children to live in.

Staff know the children they care for very well and show children genuine affection in their daily lives and routines.

Although procedures for the recruitment of staff are robust and promote the safety of children, the consistency of staff has been an issue at the home since the last inspection. The manager has tried to minimise the impact with the use of regular agency staff. However, the number of agency staff used at the home remains high, which has not allowed children to be cared for by a stable staff team and to develop their relationships with adults. However, there is no indication that this lack of consistency has had a negative effect on children's progress so far. Recruitment of staff is continuing, and a number of staff have been recruited, with recruitment checks waiting to be completed.

Staff benefit from a range of relevant mandatory training. As a result of staff leaving the home for a variety of reasons, few staff hold a relevant childcare qualification. However, all staff are currently enrolled on a course to achieve an appropriate qualification. The manager is monitoring their progress to ensure that this is achieved as quickly as possible. Staff receive regular planned supervision and annual appraisals, which help them to develop and learn in their role.

The manager has developed a range of internal quality assurance systems alongside company systems to monitor the standard of care and record-keeping at the home.

A social worker referred to staff going 'above and beyond' for children, saying that the home is 'phenomenal' and has done so well for their child.

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, The 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 registered person must ensure that the employment of any person on a temporary basis at the children's home does not prevent children from receiving such continuity of care as is reasonable to meet their needs. (Regulation 31 (1))	30 September 2023
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— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1) (2)(a)(i))	30 September 2023

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: 1249031

Provision sub-type: Children's home

Registered provider: Keys Group Progressive Care & Education Limited

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

Responsible individual: Lisa McCloskey

Registered manager: Danielle Davenport

Inspector

Julia Toller, Social Care Inspector

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