

1276010

Registered provider: Keys Child Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private company that runs several children's homes across the country. This home provides care for up to three children who have been affected by adverse childhood experiences that have led to associated trauma and complex behaviours.

There is a temporary manager, who is providing maternity cover, and has been in place since February 2025. They have submitted their application to be registered with Ofsted.

Inspection dates: 4 and 5 June 2025

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: 4 February 2025

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/02/2025	Full	Requires improvement to be good
05/09/2023	Full	Good
07/11/2022	Full	Good
06/12/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, there were three children living in the home. Since the last inspection, no children have moved in or out. Children's experiences are positive and they are making good progress. They say they like the adults who care for them and feel listened to and well supported.

Staff speak about the children with warmth and genuine affection. They are clearly committed to securing positive outcomes and building meaningful relationships. One child said they feel heard, and that staff listen to them.

Staff are proactive in supporting the children's education. Progress is varied, but staff employ creative approaches to engage children in learning activities, particularly when they are reluctant to attend school. One external professional commented that staff support has been instrumental in the success of a child's individual education programme.

Children's health needs are well understood and supported. An in-house clinician visits the home monthly to consult with staff, and additional meetings are held online fortnightly to discuss specific needs. Staff act on clinical advice to refine their practice and improve the experiences of the children in their care.

Children are encouraged to develop independence skills. The manager and staff are taking thoughtful steps to prepare the children for eventual transitions from the home. Staff support children to explore their future aspirations and identify external services to help achieve their goals, which gives the children a sense of hope and direction.

The use of positive praise books is well established to recognise and celebrate children's achievements. These books are often revisited by the children and offer them words of affirmation, helping to build self-esteem and confidence.

Significant improvements have been made to the home's physical environment. Children were actively involved in choosing new furnishings, and their views were respected throughout the process. They take pride in their home, particularly in their bedrooms, which have been decorated in line with their individual tastes and preferences.

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

Staff understand the risks faced by the children and take appropriate action to safeguard them and reduce harm. Positive relationships between staff and children are used effectively to manage potentially challenging situations. Since the last inspection, no physical interventions have been necessary, reflecting the success of these relational approaches.

Children rarely go missing from the home. There has been one such incident since the last inspection, during which staff made prompt and determined efforts to locate the child and ensure their safe return.

There has been one incident involving self-injurious behaviour. Staff demonstrated professional curiosity and responded sensitively when the child was distressed. The manager and staff reflected on the incident and identified triggers, which were incorporated into the child's care plan. However, advice from an external professional was not included in the child's risk assessment, which limits the effectiveness of safeguarding measures.

The system for recording and applying consequences lacks clarity and consistency. This hinders the manager's ability to maintain effective oversight and ensure that all consequences are proportionate. In one instance, a consequence was disproportionate and had not been appropriately documented. As a result, behaviour management is not always consistent and may lead to confusion for children.

The effectiveness of leaders and managers: good

Senior leaders have a clear vision for the home, placing positive experiences for children at the centre of their practice. The leadership team is open to challenge and committed to continuous learning and improvement.

There have been several changes to the home's management team and structure. The temporary manager has been in post for only a short period but has already made a demonstrable positive impact during that time. One social worker said a child had made noticeable progress since the temporary manager's arrival. Overall, children's experiences have improved significantly over a short period.

Staff describe the manager as experienced, approachable and knowledgeable. They feel well supported and valued in their roles. The manager demonstrates a strong understanding of staff strengths and areas for development. Supervision takes place regularly and is detailed and reflective. Individual training and development plans are in place, identifying gaps and setting actions to enhance staff practice. Relevant training has also been completed in line with the individual needs of the children.

The manager and staff maintain regular communication with external professionals. Collaborative working has contributed to meaningful progress in children's care plans. One social worker commented that staff act on professional advice and have arranged meetings with external agencies to support their child's future outcomes.

Despite periods of challenge and change, staff retention has improved. Although agency use remains high, the same workers are deployed whenever possible to maintain consistency. This helps create a familiar team, contributing to the children's sense of safety and emotional security.

One staff member is currently outside the required timescale for completing their qualification, and a completion date has not yet been confirmed. The manager has implemented an action plan to monitor progress and ensure appropriate oversight is maintained.

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 prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must keep the behaviour management policy under review and, where appropriate, revise it. (Regulation 35 (1)(a)(b) (2)) In particular, the registered person must ensure that use of consequences is proportionate and consistently recorded.	20 June 2025

Recommendations

- The registered person should ensure that staff continually and actively assess the risks to each child and the arrangements in place to protect them. Where there are safeguarding concerns for a child, their placement plan, agreed between the home and their placing authority, must include details of the steps the home will take to manage any assessed risks on a day-to-day basis. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)
- The registered person should ensure that all staff in a care role have the qualification in regulation 32(4) within the relevant timescale listed in regulation 32(5). ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.12)

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: 1276010

Provision sub-type: Children's home

Registered provider: Keys Child Care Limited

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

Responsible individual: Karla Dovey

Registered manager: Dadrian Powell

Inspector

Latoya Morgan, Social Care Inspector

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