

2494662

Registered provider: Keys Child Care Ltd

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. The home provides care for up to three children with special educational needs and/or disabilities. including autistic spectrum disorders.

The manager registered with Ofsted in July 2023.

Two children live in this home; both have significant additional needs that are in line with the home's statement of purpose.

Inspection dates: 7 and 8 November 2023

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	good
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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: 14 December 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/12/2022	Full	Good
05/03/2020	Interim	Declined in effectiveness
02/07/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Staff have high expectations of the children and do not limit them due to their disabilities. If the children would like to do something, then the staff make sure it happens. Because of this, the children make exceptional progress that exceeds all expectations for them.

Staff have an excellent understanding of children's communication needs. Staff have developed and tailored different communication methods to meet children's needs. These communication strategies have been successful, and one child has made significant progress with their communication. This means they can make important choices about their life.

Staff strive to ensure that children know how to make a complaint using bespoke communication techniques. They have adapted different documents to involve children in planning that affects their lives. This means that children's wishes, feelings and views are fully understood and acted on.

Staff give children choices about all aspects of their lives. One child is given choices regarding personal care, which means they are now fully continent. This has had a profound impact on their self-esteem. This shows that significant, consistent and sustained changes have been made in the children's lives.

Children's needs are fully and comprehensively understood. Staff are unafraid to talk with children about relevant and sometimes difficult subjects. They do this with sensitivity. This enables children to openly learn about their physical and personal development. Clear guidance ensures that the children receive a consistent and appropriate response. This helps children have trusted relationships with staff and feel safe to talk about any worries.

Professionals comment on how much the children have developed since moving into the home. They reported excellent communication and how well appraised the staff are of the children's needs. One social worker said, 'My child is in safe hands here.'

Children's wishes are acted on, and plans are put in place accordingly. One child expressed a future wish for a specific career and staff have put activities in place to support this. As a result, children feel supported to talk about their future and express their dreams.

Children who live in the home are loved, and staff go above and beyond expectations of them to make children feel this. A high standard of excellent care is provided to the children, making them feel valued and listened to. The staff refer to the children as 'ours', and it is unmistakable that they are proud of everything the children have achieved.

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

Staff respond to the complex behaviours of children effectively and develop creative safeguarding practice to minimise risks. Staff understand children's behaviours in the context of their individual needs. This means that holding a child to keep them safe is rarely used.

Behaviour management is effective. The home uses a reward approach to promote positive behaviours. Staff base rewards on the child's targets. Staff use star charts to promote children's development. This practice is effective in encouraging children's positive behaviour. It supports them to learn social skills.

There have been no incidents of children missing from the home. However, this is a well-considered risk, and there is a missing person report on file. This contains the essential information about children in case they ever do go missing.

Staff understand the risks to the children and work with them in a consistent manner. Staff use a range of activities that promote relationship-building and trust.

Regularly refreshed safeguarding training ensures that staff deliver safe care. Training is effective in ensuring that staff understand the vulnerabilities of the children to different forms of abuse.

Risks related to the use of social media and mobile phones are well understood. Staff have the knowledge and skills to ensure that children are safely monitored when accessing the internet.

Effective recruitment procedures enable the careful selection and recruitment of staff. Monitoring of visitors to the home further ensures the protection of children from potential harm.

Health and safety arrangements ensure that children, staff and visitors to the home are safe. However, some gardening equipment was not stored safely and could pose a risk to children.

The effectiveness of leaders and managers: outstanding

The registered manager has high aspirations for the children and inspires the staff to improve the children's lives. The manager leads by example and supports staff with the care provided to the children. She is ambitious, enthusiastic and experienced. This has contributed to high morale and dedication throughout the team.

The manager consistently advocates for the children, with conviction and strength. Staff say they enjoy coming to work and feel that the manager supports and listens to them.

Staff are offered a wide range of training. The manager provides regular one-to-one supervision, and group supervision is supported by a therapist. Staff are encouraged to reflect on their practice, both individually and as a group. This positively impacts on their ability to consider the children's needs and how best to support them.

Supervision is regular and of good quality. It provides an opportunity for staff to reflect on their work with the children. Staff have annual appraisals, and children contribute to these appraisals. This supports staff development to ensure positive care for the children.

Leaders and managers use effective monitoring systems. Leaders have a good understanding of the home's strengths and areas for development. Following the last inspection, a detailed action plan was put in place to ensure that all the requirements that had been set were met. These systems help managers to develop the service and ensure that children receive good-quality care.

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

Statutory requirement

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 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 the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(d)) In particular, ensure the safe storage of garden equipment.	8 January 2024

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: 2494662

Provision sub-type: Children's home

Registered provider: Keys Child Care Limited

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

Responsible individual: Lisa McCloskey

Registered manager: Kate Stredder

Inspectors

Sally Mitchell, Social Care Inspector
Leanne Carr, Social Care Inspector

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