

2494662

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 owned and managed by a private provider. It offers care for up to three children with learning disabilities.

The manager has applied to register with Ofsted.

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

Inspection dates: 11 and 12 February 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: 7 November 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/11/2023	Full	Outstanding
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: good

Children enjoy positive, trusting relationships with staff who know them well. Staff use a range of communication methods with children to gain their views and wishes. Children are encouraged by staff to pursue their hobbies and try new activities inside and outside of the home.

Staff ensure that children's health needs are met. There are clear plans in place with guidance for staff to follow. When barriers to children attending appointments arise, staff use creative methods and praise to encourage their attendance. As a result, children receive timely medical treatment.

Both children attend an education provision. When barriers to children attending education are identified, the manager works collaboratively with external agencies to try and find a solution that works best for the individual child.

Staff recognise and understand the importance of children spending time with people who are important to them. Staff support and when appropriate supervise family time. Family members say that they are made to feel welcome when visiting the home. As a result, children enjoy quality time having fun with their family. This is important to the children's sense of self and their identity.

The home is a warm and welcoming environment. Children's bedrooms are personalised to their individual needs and interests. There are photos of children enjoying activities throughout the home. The home environment is adapted to the individual needs of the children living there.

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

Risks to children are known and understood by staff. There are clear risk assessments and safety plans in place with detailed guidance for staff to follow. Staff consistently follow children's care plans. They use social stories to help children understand when there are planned changes to their care.

Staff use rewards, de-escalation techniques and distraction methods to manage children's behaviour. Staff use talking mats and data collection tools to help identify and understand any patterns or themes in children's behaviours. Staff work with external agencies to identify additional strategies or techniques that they can use to discourage unwanted behaviour. On a small number of occasions, children have been physically held by staff as a last resort to protect them from harming themselves or others.

Children are learning important life skills to build their independence. Staff reduce larger tasks into smaller, achievable steps to support children to learn new skills. As a result,

children are now cooking small meals and learning to make their beds with support from staff.

The manager ensures that safer recruitment procedures are followed. Monitoring of visitors to the home further ensures the protection of the child from potential harm. Children know how to make a complaint. On one occasion, following a complaint, the regional manager took appropriate action to resolve the concern raised, and records demonstrate a clear rationale for decision-making. However, there was a delay in senior leaders then responding to and addressing the concern.

There have been five medication errors since the last visit to the home. The manager has implemented a new system for the recording and monitoring of children's medication.

The effectiveness of leaders and managers: good

Since the last inspection, there have been significant changes in the management and staff team. The interim manager has been in post since January 2025. He understands the home's strengths and areas for development. He is committed to ensuring that children live in a stable environment.

Staff have opportunities to discuss and reflect on their care of the children during regular supervision sessions and team meetings. Any shortfalls in care practices are discussed during supervision sessions, and staff are given clear guidance on the tasks they are required to carry out.

The manager communicates well with partner agencies. Professionals say that communication is good, and they are kept well informed about children's progress. The manager advocates effectively on children's behalf. As a result, there is effective partnership working in place for the children.

Staff have varied experiences of working in the home. Some staff say that they receive support from leaders and managers and enjoy working in the home. However, others say that the team of staff do not work well together. The manager is aware of this and has plans in place to address the culture in the home.

The quality of care report does not include feedback from the children about the care that they receive.

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 make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that— medicine which is prescribed for a child is administered appropriately. Medication should only be given to the child it is prescribed for. (Regulation 23 (1) (2)(b))	11 March 2025
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it. (Regulation 45 (1) (2)(a)(b))	11 March 2025

Recommendations

- The registered person should ensure that staff encourage children to share any concerns about their care or other matters as soon as they arise. When complaints are made, the registered person should ensure that they are addressed in a timely manner. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.13)
- The registered person should ensure that they lead and manage the home in a way that delivers the ethos, outcomes and approach set out in the home's statement of purpose. This includes playing a key role in shaping the culture in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 52, paragraph 10.4)

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, Third Floor, Queensway, Halesowen
B63 4AH

Responsible individual: Joanne Carter

Registered manager: Post vacant

Inspector

Leanne Carr, Social Care Inspector

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