

2494662

Keys Child Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is one of a number operated by a private provider. It is registered to care for three young people with emotional and/or behavioural difficulties and/or learning disabilities

The registered manager left the post in November 2020. The current manager has submitted an application to be registered with Ofsted.

Inspection date: 11 March 2021

This monitoring visit

This home was last visited on 5 March 2020 when an interim inspection took place. The outcome of the visit was declined effectiveness and five requirements were made as a result. Following the visit, there have been several changes to the leadership and management of the home, including the resignation of the registered manager and other senior staff.

This visit took place in response to the changes to the management of the home and to ensure that children are safeguarded. The visit was carried out in line with Ofsted's procedures for monitoring services during the current COVID-19 (coronavirus) lockdown and suspension of routine inspection activity. The visit was carried out using some on-site and off-site activity.

Children now have access to a suitable outdoor space. A Child and Adolescent Mental Health Services worker told an inspector that this helps to promote children's self-regulation and well-being. However, despite this progress, one child's bedroom is unsuitable for their current needs. There are plans to make improvements but lockdown restrictions have affected the timescales for these.

Since the last inspection, several staff members have left. This affected the stability and consistency for children and there was an increase in incidents of challenging

behaviour. However, the recruitment process has ensured that new staff have experience of caring for children with learning difficulties. As a result, children are cared for by staff who know them well and understand their needs. Children were observed to have good interactions with the staff, who understand their individual communication needs. This supports children's development and helps them to express their views and choices.

Staff have not always followed the risk assessments for children, particularly with regards to the required staffing levels of supervision for children. As a result of inadequate supervision levels, incidents of challenging behaviour have escalated. In addition, incidents have been poorly recorded with limited details on antecedents and staff's actions during and after the incidents. This includes incidents where staff have suffered injuries because of children's behaviour.

The home has a new manager. Following the last inspection, the manager, with support and guidance from the responsible individual, has developed a plan to identify the actions required to meet the previous requirements. Staff now receive regular supervision. The workforce development plan clearly identifies the required training for staff. However, not all staff have completed training in autism.

The manager has not had sufficient oversight of all care records. In particular, records of restraint are poor. Following a restraint on a child only one member of staff involved in the incident had a de-brief. On one occasion a de-brief with a child was undertaken by the person who used the restraint. This does not ensure that children are given the opportunity to talk to someone about the incident independently to those involved. One record of restraint contained the exact same evaluation as another record and appeared to have been copied and paste from another record. As a result, triggers, patterns and trends to prevent and reduce future occurrences and reduce risk have not been consistently considered.

Leaders and managers at the home have taken action in line with their policies and procedures when allegations have been made. This ensures that children are safeguarded. However, not all incidents have been reported to Ofsted. This prevents the regulator from understanding and monitoring risk at the home and making informed decisions about the necessary response and actions required.

Recent inspection history

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

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, 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)) This specifically refers to the condition and quality of a child's bedroom.	23 April 2021
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)) This relates to staff implementation of each child's risk assessment, particularly with regards to the required staffing levels of supervision for children.	23 April 2021
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and	23 April 2021

promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) This specifically relates to improving the quality of recording in the home.	
The leadership and management is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c)) This specifically relates to the need for all staff to have autism training.	23 April 2021
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure;	23 April 2021

the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)) This refers to the manager's monitoring and evaluation of each intervention, specifically the effectiveness of each intervention and the quality of child debriefs.	
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(c)(e)) This relates to ensuring the prompt notification of all allegations to the regulator when the allegation is made.	23 April 2021

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2494662

Provision sub-type: Children's home

Registered provider: Keys Child Care Limited

Registered provider address: Keys Care Limited, Maybrook House, Queensway, Halesowen B63 4AH

Responsible individual: Lisa McCloskey

Registered manager: Post vacant

Inspectors

Jessica Forshaw, Social Care Inspector
Suzanne Birchall, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit

www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2021