

2513340

Registered provider: Keys Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company and was registered in January 2020. The home cares for up to four children with social and emotional difficulties.

The registered manager is suitably experienced and qualified.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection date: 2 December 2021

This monitoring visit

On 18 and 19 October 2021 a full inspection was carried out and the home was judged inadequate. This visit was to monitor the provider's progress towards the compliance notices which were issued in relation to regulation 11 (the positive relationship standard), regulation 12 (the protection of children standard) and regulation 13 (the leadership and management standard).

The inspector found that the provider had taken sufficient action to meet the compliance notice issued in relation to regulation 12. However, they had not fully met the compliance notices for regulation 11 and regulation 13, therefore these were reissued. The notice restricting accommodation, which was issued on 21 October 2021, remains in place.

The inspector did not review the other requirements and recommendation from the last full inspection. These will be reviewed at a future inspection.

Since the last inspection, two children have left the home. The remaining child

is receiving care from staff who are consistent and committed to improving the quality of care.

Managers have implemented an action plan that details the steps they need to take to progress towards meeting the compliance notices and requirements issued at the last inspection.

All staff have now had training in supporting children who go missing and those who access social media. However, the provider still needs to undertake a review of incident and behaviour management records, to review staff responses and to identify any gaps and shortfalls in their practice. As a result, the training and development needs of individual members of staff remain unknown.

The provider does not currently have sufficient staff to care for the number of children the home is registered for. However, they have undertaken a recruitment drive and are interviewing staff for positions at the home.

Managers have now reviewed the children's risk assessments and behaviour plans to ensure that they inform staff of the actions they must take to protect children. Staff have also undertaken work with children to help them understand their behaviours and the impact they have on others. This has also helped one child explore how the behaviours of others have impacted on him.

The provider has developed new systems which will enable the manager to better monitor progress of children.

During this visit, the inspector saw improvements in the overall appearance of the home. The home has been redecorated, repairs undertaken and new furnishings are in place. The home is now much more welcoming and homely.

Staff have been proactive in developing and implementing an independence package for the child living at the home. This includes buying him a bicycle, which he uses to travel to college. As a result, the child taking on more responsibility for himself.

Staff have promoted education. The child is now attending college regularly, has passed his mathematics exam and is due to sit his English exam. He is aspirational about his future.

Feedback from the social worker for the child living at the home was positive. She felt managers had made significant changes which have improved the care given to the child.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/10/2021	Full	Inadequate

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; provide to children living in the home the physical necessities they need in order to live there comfortably; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; (Regulation 6 (1)(a)(b) (2)(b)(vi)(vii)(c)(i)) This relates to ensuring that the home environment is suitably furnished and decorated. Also, to ensuring that staff appropriately support children with their independence work and prepare them for adult life.	15 December 2021
*The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—	9 January 2022

mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. (Regulation 11 (1)(a)(b)(c)) This specifically relates to the provider undertaking a review of incident and behaviour management records to review staff responses to these, to identify any gaps and shortfalls in their practice and to use this information to inform a targeted training plan for the staff team.	
*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 promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(d)(e)) This relates to the provider ensuring there are sufficient numbers of qualified competent staff employed in the home to care for the number of children the home is registered for.	9 January 2022
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure—	15 December 2021

that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose; that arrangements are in place to— plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority; that staff help each child to access and contribute to the records kept by the registered person in relation to the child. (Regulation 14 (1)(a)(b) (2)(a)(b)(iii)(f)) The provider must only admit children whose needs they can meet. In addition, the provider must ensure that children have planned admissions and discharges from the home. This also relates to staff supporting children to access and contribute to their records and plans.	
The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b)) The provider must ensure that they provide Ofsted with an updated statement of purpose within the required timeframe.	15 December 2021
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (Regulation 23 (1)) This relates specifically to ensuring that regular audits of medication take place and any concerns with medication are thoroughly investigated.	15 December 2021
The registered person may only use devices for the monitoring or surveillance of children if—	15 December 2021

the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children. (Regulation 24 (1)(a)) The provider must ensure that risk assessments are in place for the use of bedroom door alarms and that these are regularly reviewed.	
For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (4)(a)(b) (5)(a)(b)) This relates to ensuring that all staff achieve the relevant qualification within the required timeframe.	15 December 2021
The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) The provider should ensure that all staff receive regular supervision.	15 December 2021
The registered person must ensure that—	15 December 2021

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 register or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(b)(i)(ii)(c)) The provider must ensure that the registered manager completes a full review of any physical intervention within the required timeframe.	
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date. (Regulation 37 (1) (2)(a)(b)) This relates to ensuring that the staff rota shows planned and actual hours worked by all staff.	15 December 2021
The registered person must notify HMCI and each other relevant person without delay if— there is any incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e)) This relates to ensuring that the registered manager notifies Ofsted of all incidents considered to be serious.	15 December 2021

*These requirements are subject to a compliance notice.

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: 2513340

Provision sub-type: Children's home

Registered provider: Keys Care Limited

Registered provider address: C/o Pinsent Masons Llp, The Soloist Building, 1 Lanyon Place, Belfast, Northern Ireland BT1 3LP

Responsible individual: Dale Berry

Registered manager: Sarah Avery

Inspector

Debbie Bond, 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