

2513340

Registered provider: Keys Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

The registered manager is suitably experienced and qualified.

Inspection dates: 21 and 22 September 2022

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: 11 January 2022

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
11/01/2022	Full	Requires improvement to be good
18/10/2021	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Children's moves into and out of the home are child centered. Staff provide children with the opportunity to visit the home before moving in. This approach welcomes children into the home sensitively. In addition, the manager carefully assesses and considers which children live at the home to ensure that staff are able to meet the needs of the children.

The staff know the children well and show warmth towards them. Memory boxes are created by staff, so that when children move on from the home they have happy reminders of their time at the home and of the staff who cared for them. Staff have also created positive comments books, which highlight key experiences and provide praise to children.

Staff support children to maintain relationships with people who are important to them. When children have family who live a long distance away from the home, staff will drive the child to see them. This helps children to retain a sense of their identity and promotes continued relationships.

Children's views are central to their care. There is regular formal and informal consultation. Staff are sensitive and show understanding towards the children. Children's views on their progress are gained, which leaves the children feeling valued and listened to. Children's individual interests and hobbies are encouraged. Managers and staff work hard at building positive relationships with children. These relationships help children to develop a sense of belonging.

Children make progress in education. When children arrive at the home with a disrupted history of education, staff motivate and support them to attend. For one child, the manager is working closely with education professionals to identify a suitable education provision. In the interim, staff are supporting the child to complete educational activities. This provides the child with a structure to their day and keeps them motivated to learn.

Staff support children through key-work sessions on a range of subject areas. However, there are missed opportunities to support children to understand their health needs. This could have implications for children's health and well-being.

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

Overall, children feel safe at the home. Children are confident that they can talk with staff and managers if they have any concerns or worries. Furthermore, children are aware of how to make a complaint. As a result, children are provided with ways they can raise concerns.

There has been a significant reduction in the number of serious incidents since the last full inspection. There have not been any incidents of children going missing from home. In addition, children's records have clear guidance for staff to follow if incidents do occur.

All incidents are reviewed and monitored by the manager, who uses this information to help inform children's plans. The manager consults with the therapeutic team on a regular basis. This positively influences risk assessments and approaches in place for children.

Staff are safely recruited. All staff are subject to employment checks before they start working in the home. This ensures that staff are suitable to work with children.

Children enjoy working towards their rewards and incentives. Children's achievements have been celebrated with a variety of rewards with items they like, including equipment relating to game consoles and personal items. However, the use of consequences is not consistently recorded. This is a missed opportunity to ensure that these consequences are effectively reviewed.

Risk assessments commence at the referral stage and a thorough risk assessment is devised for each child. After a child moves into the home, these assessments are regularly updated, and provide staff with clear direction on how to keep children safe. However, risk assessments do not clearly evidence why bedroom door alarms are in place for one child. As a result, these records do not demonstrate the rationale for this use of surveillance.

The effectiveness of leaders and managers: good

The registered manager knows the children well and has a good understanding of their needs. The manager knows the areas of strength and development for the home. This enables the manager to make plans to continue to develop practice.

The manager has implemented auditing tools to review and improve the service since the last inspection. This information is used effectively to identify patterns and to understand the children's progress.

Staff receive effective supervision. Supervision focuses on children's needs, experiences and their plans. Safeguarding issues are discussed, as well as staff development needs. Staff have regular team meetings that help to improve staff practice. This combination of support helps staff to make sure children receive good care that meets their needs.

The manager has built and maintained positive relationships with external professionals and parents. The manager communicates effectively with people involved in the children's lives. This ensures that everyone is working together to produce positive outcomes for children.

Training for staff is reviewed and updated. Overall, all staff complete mandatory training within agreed timescales. Additional training to support specific needs of the children is arranged. Where there are gaps in training, the manager has ensured that staff are promptly booked on courses to complete these. This helps staff to have the skills and knowledge required to care for children living at the home.

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 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; 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. (Regulation (35) (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)) The registered person should ensure that any consequences used to address poor behaviour should be restorative in nature and are documented and reviewed.	21 December 2022

Recommendations

- The registered person should ensure that staff provide support and guidance to children about their health needs in order to promote their well-being. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.81)

- The registered person should ensure that when door alarms are used, that they continually and actively assess the risks to each child and the arrangements in place for the continued use of these. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 3.16)

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: 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

Melanie Griffin, Social Care Inspector

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