

2513341

Registered provider: Keys Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a larger provider and is registered to provide care and accommodation for up to four children who have social and/or emotional difficulties.

The home has had an experienced registered manager in post since it opened in September 2019.

Inspection dates: 10 to 11 March 2020

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: none

Overall judgement at last inspection: Not applicable

Enforcement action since last inspection:

None.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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N/A		
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Inspection judgements

Overall experiences and progress of children and young people: good

This is a large and welcoming home for children. It is maintained and furnished to a high standard. Despite its large stature, it provides a homely feel for children due to its modern soft furnishings. There is a large enclosed garden area which provides an inviting outdoor space for children.

Both children who currently live at the home told the inspector that they are happy with the care they receive. Despite one child being new to the home, he has settled well. The nurturing approach taken by staff has greatly promoted this.

Staff were seen by the inspector to take every opportunity to engage and support children to enjoy each day. This includes children and staff cooking, playing darts, and walking to the shop to buy cooking ingredients together. Children also enjoy a wide variety of experiences such as going horse riding, bowling and running, going to the cinema, playing pool and meeting up with friends.

When children arrive, staff take prompt action to ensure that children's needs are met. For example, health services and education provision are organised swiftly.

Two children have left the home since it opened in September. These children were placing themselves at risk and it was decided by managers that the children's needs could not be met at this home. Important information was not supplied to the home during the admission process for one child. This had a significant impact, and subsequently the child had to move to another home. Managers have developed new systems to ensure that all of the required information is obtained before children arrive.

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

Staff are vigilant in following agreed protocols when children go missing from the home, and always make sure that children are offered a return home interview. These measures help to keep children safe.

The boundaries in place for children are not always effective. For example, the manager has not challenged a placing local authority about ensuring that appropriate parameters are set regarding free time for one child.

Negative consequences for behavioural concerns are appropriate and minimal. In contrast, positive consequences are frequent and nurturing.

The registered manager advocates strongly for children to ensure that their rights are prioritised. She escalated a complaint against another agency which is currently being reviewed due to the concerning treatment of a child.

The effectiveness of leaders and managers: good

Management oversight of practice is of a good standard. The registered manager uses debriefs consistently to support reflective practice within her staff team.

The registered manager seeks to develop practice areas. For example, there have been notable improvements in the admission process and compatibility assessments.

Feedback received from other professionals and a parent during the inspection was very positive regarding the management of the home. Overall, a proactive management style is evident, coupled with a nurturing approach to parenting.

The registered manager seeks to provide a high standard of care for children which is an ethos she seeks to emulate within her staff team.

Supervision sessions with staff are thorough overall. However, as they are handwritten, they can be difficult to read, which would be problematic if an accountability issue arose.

Staff recruitment is safe overall. Staff undergo a rigorous recruitment and selection process that helps to protect children from possible harm or abuse. However, the verification of references is carried out by administrative staff and is not subject to the registered manager's oversight and scrutiny.

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
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans; seek to secure the input and services required to meet each child's needs; if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5(a)(b)(c)(d)) In particular, ensure that multi-agency care planning meets the needs of children effectively.	22/05/2020

Recommendations

- As set out in regulations 31–33, the registered person is responsible for maintaining good employment practice. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. (Guide to children's homes regulations including the quality standards', page 61, paragraph 13.1)

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: 2513341

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: Gemma Moore

Registered manager: Philippa Condliffe

Inspector

Polly Soper, Social Care Inspector

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