

2513341

Registered provider: Keys Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care 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: 14 and 15 February 2023

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 7 July 2021

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/07/2021	Full	Outstanding
10/03/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

At the time of the inspection, three children were living in the home. Staff have expert knowledge about the children and can adapt the care offered accordingly. This means the children are building trusting relationships with adults and making progress with their emotional, social and mental well-being.

Since the last inspection, four children have moved on from the home. Children have moved for various reasons, including to live independently, to live with family or to live in environments better suited to their needs. Children are well supported with these moves, including in developing their independence skills so that they are prepared for adulthood.

Children receive exceptional care that is tailored to their individual needs through joint work with the home's clinical team. The clinical team reviews each child moving into the home and considers their childhood experiences. This helps to formulate guidance for the staff, which enhances their understanding of how to meet children's needs. The clinical team reviews progress regularly and offers additional help and support as required, such as direct work with the staff and the children.

Children make progress. For example, one child who would not leave their bedroom is now spending more time with staff and the other children. Children who have moved on have also made progress, such as one child passing their driving test, working full time and applying for university. Children remain in contact with the home and one child said their time in the home was 'amazing and life changing'.

Staff promote children's health and children receive the right healthcare. When needed, referrals are made, supported through joint working with the designated nurse for looked after children. One child who walked on tiptoes is now walking with their heels to the ground after receiving specialist healthcare.

Staff promote education for the children and support those who struggle to attend school. One child is in full-time education and making progress and two children are being supported in the home by staff. Staff are mindful of the children's experiences and how significant trauma and exclusion from school can create barriers to learning. Staff creatively find alternative ways to engage the children and advocate on their behalf to ensure that they receive the right learning for their needs. Children who have moved on since the last inspection have made significant educational progress.

Staff encourage children to enjoy and achieve. The children take part in activities in the home, enjoying quiz nights, dance competitions, arts, crafts, pamper nights, karaoke and various games. The children are encouraged to develop their own

hobbies and staff promote the children's interests, such as drawing, golf and animal care.

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

Staff keep children safe. This is achieved because staff know the children and their associated risks well. Risk is clearly documented, monitored and updated in robust safety plans which are balanced with the aspirations of the children. When the children engage in risk-taking behaviours, staff work hard to support the children to make the right choices. When needed, staff request additional help and support from the clinical team and partner agencies. When risk becomes too high and is detrimental to the safety of the child and other children in the home, a proportionate decision is made for children to move to a new home.

Staff are passionate about providing the children with the right care for their needs. Staff actively request and receive additional training and support to ensure that they can work effectively with the children. One staff member has regular reflection with the clinical team to support their direct work with a child who has complex emotional needs. This means that the children receive personalised care and progress is measured individually.

Staff support the children to better understand their emotions and behaviours, and they think creatively about how the children can make progress. For example, different incentives are used. Staff make learning fun, such as using informative quizzes as part of house meetings. The children are encouraged to take part in regular direct-work sessions and explore their thoughts and feelings. When the children make complaints, these are investigated and responded to appropriately. This means the children feel listened to and valued and build trusted relationships with those caring for them.

Staff have exceptional knowledge and skilfully use a model of therapeutic parenting. The staff go over and above, such as covering additional shifts and being flexible with their working hours to ensure that no agency staff are used. This means that the children receive consistent care and feel safe and secure in their home.

The home is warm and welcoming and has undergone significant renovation, which means it is well presented throughout. There is ample space in the home and garden for the children to explore and enjoy activities, and to find areas for privacy. The children are encouraged to individualise their bedrooms and to have a say in how communal spaces are used.

The effectiveness of leaders and managers: outstanding

The registered manager is highly skilled, knowledgeable and remarkably child-focused. She leads by example, with high expectations of herself and the staff, who she knows well, recognising their strengths and areas for development. She encourages innovative practice that is inspired by models of practice, research and

additional learning that is current and relevant to the changing needs of children in care.

Staff feel valued and supported by managers. The staff speak positively about regular supervision and team meetings that are reflective and strengthen their practice. The staff feel inspired by their passionate manager who encourages them to develop their skills and knowledge through training and additional learning. As a result, the staff are well informed and confident in their work with the children.

This home has had several changes to staffing, however, there is a core group of staff who bring stability, experience and a wealth of knowledge to the team. The registered manager has followed safe recruitment processes and carefully selected staff who add value to the team and who are passionate about the care of children. The staff work hard to maintain relationships with children. For example, there is regular contact with the children who have moved on, even when a placement has been ended. This is evidence of the positive working relationships staff develop with the children.

The registered manager understands the importance of partnership working. She has sustained positive working relationships and, when needed, she has challenged professionals and advocated on behalf of children. She also recognises the importance of positive connections in the community. One neighbour was spoken to as part of the inspection, and they said how impressed they were with the efforts made by the registered manager to restore relationships following an unsettled period in the home.

The registered manager is always improving practice. When she identifies areas for improvement, these are acted on swiftly to avoid error. For example, robust planning is in place for the matching of new children. A social worker gave positive feedback on the thoroughness of this process. This means children have successfully moved into the home and are settled.

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

Stacie Sharpe, Social Care Inspector

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