

2513341

Registered provider: Keys Care Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to four children who experience social and emotional difficulties. It was registered with Ofsted in August 2019.

At the time of the inspection, three children were living at the home and spoke to the inspector.

The manager registered with Ofsted in November 2024.

Inspection date: 29 July 2025

Date of last inspection: 8 April 2025

Judgement at last inspection: good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

Inspectors were aware during this inspection that serious child protection allegations were being investigated by the appropriate authorities. While Ofsted does not have the power to investigate allegations of this kind, actions taken by the setting in response to the allegations were considered (where appropriate) alongside other evidence available at the time of the inspection to inform inspectors' judgements.

The incidents that led to the investigation are serious and have impacted negatively on the children living in the home. As a result, there are serious concerns in relation to the care or protection of children. At this inspection, the inspector reviewed the actions leaders and managers took following disclosures about these incidents from a child.

On hearing the disclosures, immediate action was taken to protect children and support them. Safeguarding procedures were followed with leaders and managers working transparently with safeguarding agencies. This collaborative approach supports effective investigations and ensures that multi-agency safety planning is in place to protect children following significant incidents.

Leaders and managers carried out a full review to assure themselves that the serious incident could not have been prevented. This review did not identify any information or concerns that may have prevented the incident. Leaders have shared this information appropriately with safeguarding agencies to support transparency and ongoing partnership working.

Leaders and managers have reviewed and updated the home's safeguarding policies to ensure they remain current and effective. These updates have been shared with the staff, who demonstrate a clear understanding and confidence in applying them.

Importantly, staff's focus following these disclosures was on supporting children. Overall, most staff develop warm and trusting relationships with children. Children say they feel supported and speak positively about the care they receive. This support has helped them to manage and cope during a difficult period in their lives.

Children have access to therapeutic support, both within the home and through external services. Leaders support children to engage with this support in line with their wishes and feelings. Children report that this therapeutic support has helped them during a challenging time.

Leaders and managers have ensured that staff also have access to therapeutic support. Staff say that they are well supported in their roles, which has enabled them to provide consistent and emotionally attuned care to children.

Requirements set at the previous inspection were not reviewed during this visit and have therefore been restated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/04/2025	Full	Good
15/07/2024	Full	Good
21/11/2023	Full	Good
14/02/2023	Full	Outstanding

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, The 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 staff— understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(v)(vii)) In particular, ensure that staff understand the importance of their roles and responsibilities to safeguarding children.	29 August 2025
The children's views, wishes and feelings standard is that children receive care from staff who— take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child; regularly consult children, and seek their feedback, about the quality of the home's care. (Regulation 7 (1)(c) (2)(a)(iii)(iv))	10 May 2025

In particular, ensure that children's wishes and feelings are captured in a variety of ways and influence all aspects of their care.	
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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(h)) In particular, the registered person must consider the impact of the care provided by staff, along with children's wishes and feelings, to inform the development of the quality of care provided.	10 May 2025
The registered person must ensure that— any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (c)(i)(ii)(iii)(iv)) In particular, the registered person must review mobile phone checks to ensure that they remain appropriate to safeguard children.	10 May 2025

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: Carly Richards

Inspector

Hayley Booth, 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 2025