

2568010

Keys CWC Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The provider states in its statement of purpose that the home provides care for a maximum of four young people with social and emotional difficulties.

Inspection date: 3 March 2021

This monitoring visit

This visit was undertaken off site. The inspector spoke with the registered manager, staff and social workers on the telephone, undertook a video tour of the home with two young people and reviewed records remotely. This is the first visit to the home since it registered in April 2020. There are four young people currently living in the home.

The staff succeed in developing trusting and nurturing relationships with the young people. Placing authorities are positive about the progress young people are making at the home. The young people report that they enjoy living at the home and feel safe.

The home is decorated in a homely style and is clean and tidy. Young people are encouraged to personalise their bedrooms and display their photographs around the home. They are encouraged to participate in the daily routines of the home. This helps young people to develop a sense of belonging.

Young people are encouraged and supported by the staff to join community groups and to make friends outside of the home. Throughout COVID-19 (coronavirus) restrictions, the staff have worked hard to channel the young people's energy positively and keep them occupied. For example, the staff have arranged bike rides, walks and activities in the home.

The manager carefully ensures that the four young people are a good match. He undertakes a comprehensive impact risk assessment prior to a young person moving into the home and obtains the views of the young people and their placing authority.

Young people report that they all get on well most of the time and that the home has a 'family feel'.

Healthcare plans do not always fully document specialist healthcare needs and how these are to be met at the home.

Records of restraint do not always evidence why a restraint was necessary as a last resort to keep the young person or others safe. Too often, the staff are using restraint to manage the behaviour of one young person. The manager recognises the need to reduce the incidents of restraint for this young person and he is obtaining specialist help that will inform and train the staff to use alternative methods of behaviour management.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
Not previously inspected		

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— details of the child's behaviour leading to the use of the measure; details of any methods used or steps taken to avoid the need for the use of the measure. (Regulation 35 (1) (3)(ii)(v))	29 March 2021

Recommendation

- The registered person should ensure that, when a child needs additional healthcare support, staff work with the placing authority to enable proper and immediate access to any specialist medical and psychological support required, and challenge them through regulation 5 (engaging with the wider system to ensure that children's needs are met) if this does not happen. This information should be recorded in a child's healthcare plan. ('Guide to the children's homes regulations including the quality standards', page 34, paragraph 7.11)

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: 2568010

Provision sub-type: Children's home

Registered provider: Keys Limited

Registered provider address: Keys Limited, Maybrook House, Queensway,
Halesowen, Worcestershire B63 4AH

Responsible individual: Steven Cairns

Registered manager: James Corrado

Inspector

Tina Maddison, Social Care Inspector

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