

2568010

Registered provider: Keys Cwc Ltd

Full inspection

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 children with social and emotional difficulties.

The manager has been registered with Ofsted since 13 March 2020.

Inspection dates: 23 and 24 August 2022

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 2 November 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/11/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children living at this home have trusting and affectionate relationships with staff. Staff have a strong understanding of children's past experiences and respond to their needs through sensitive and thoughtful approaches. Some children have lived at this home since it opened and have moved from another home with the same staff, which has helped them make significant progress.

Staff at this home spend quality time with children and ensure that their individual interests and hobbies are promoted. Staff work hard to help children develop their creativity and to be confident in enjoying new experiences. Children are encouraged to meet other children at local youth clubs, to enjoy local attractions, to take part in team activities, and participate in art and baking. Children also enjoy holidays abroad, including a trip to Spain this summer.

Children told the inspector that they 'love' living at this home and spoke positively about the care they receive from staff. Children described the registered manager as 'brilliant' and 'kind'. Staff provide a range of home-cooked and fresh meals for children. Staff are also attentive to children's food preferences and cook individual meals to make sure children eat foods they enjoy.

Staff provide children with an appropriate level of freedom and choice in relation to their age and needs. Children who live at this home are settled. However, one child who has since left the home had periods of going missing. Staff were proactive in searching for the child to ensure their swift return. However, records are not always clear and lack detail about staff responses and actions to keep children safe. Return home interviews are not completed with children to gather information and understand what has happened to them while away from the home.

Children live in a modern and well-cared-for home environment that is decorated and maintained to a high standard. Children's bedrooms are clean, tidy and decorated to their taste. Children have a large garden with lots of flowers, a swimming pool and play equipment.

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

Staff have a good understanding of risk and receive a variety of safeguarding training to ensure they understand how to help keep children safe, both in and outside of the home.

Since the last inspection, there have been a small number of allegations made against staff. These are responded to swiftly, reported to the local authority designated officer and investigated thoroughly where appropriate. As a result of an allegation, a child also made a complaint. The child's views were taken seriously, and

he was reassured and spoken to frequently throughout the process and about the outcome.

Staff are calm and measured in their approach to the use of restraint, including when they are assaulted. They ensure restraint is used as a very last resort. Restraint records are completed in detail and there is strong manager oversight within records. However, approaches and responses to children's physically aggressive behaviours vary. Staff are not consistently following their restraint training and children's behaviour management plans consistently, to help children at times of distress and to support each other.

The effectiveness of leaders and managers: good

The registered manager is an exceptionally experienced and enthusiastic professional who consistently prioritises the needs of children through his warm approach. He is supported by a meticulous, responsible individual who has oversight of the care provided to children.

Staff receive regular and reflective supervision that is captured in detail and helps them to improve their practice. Staff enjoy working at this home and describe the registered manager as 'very supportive' and 'really caring'.

Recruitment processes are robust, and this includes checks completed for agency staff. Team meetings are used as an opportunity by the manager and staff team to focus on the individual needs of children, achievements and what needs to improve. Managers ensure there is a valued learning culture within this staff team.

Social workers and managers spoken to during the inspection gave consistently positive feedback about the strong standard of care provided to children and the good communication provided by staff.

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 prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. (Regulation 35 (1)(a)(b))	30 September 2022
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; (Regulation 36 (1)(a)(b))	30 September 2022

Recommendations

- The registered person should ensure that when a child returns to the home after being missing from care or away from the home without permission, the responsible local authority must provide an opportunity for the child to have an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 9.30)

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: 2568010

Provision sub-type: Children's home

Registered provider: Keys Cwc Ltd

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

Responsible individual: Steven Cairns

Registered manager: James Corrado

Inspector

Anna Gravelle, Her Majesty's Inspector, Social Care

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 2022