

2568010

Registered provider: Keys Cwc Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private provider and offers care for up to four children who have experienced social and emotional difficulties. Three children live in the home, and two of these children spoke with the inspector.

The manager has been registered with Ofsted since May 2023.

Inspection date: 26 March 2025

This monitoring visit

A previous monitoring visit was carried out on 12 March 2025. Following that visit, a compliance notice was issued to the provider under regulation 12, The protection of children standard. This monitoring visit was carried out to assess the progress that has been made towards addressing the actions set in the compliance notice. Since the compliance notice was issued, a complaint has also been submitted to Ofsted to raise concerns about the quality of care that is provided to children.

Although actions have been taken to meet the compliance notice, further actions are required to ensure that the responses from leaders and managers are impactful and effective. Many of the actions that have been taken are in their infancy, so are yet to be tested for efficacy.

There have been no further concerns about one child smoking in the home. They have been helped to understand the significant risk that this poses to themselves and others. Alongside advice and guidance from specialist services, arrangements have been made to reduce the risk of fire and to help the child to withdraw from unhealthy behaviours. This support remains ongoing.

Staff are being supported to develop their skills and understanding of how they can help children to keep safe. Concerns surrounding child criminal exploitation have been explored, and actions are being taken to identify and assess risk. However,

staff are still not suitably curious about where children are going, what they are doing or who they are spending their time with when they are away from the home. Leaders and managers are yet to robustly explore children's social and family networks, although a multi-agency 'mapping meeting' is planned.

Leaders and managers have recognised that staff are not always confident in their role, which adversely impacts on the quality of care that they provide to children. As a result, the home's clinical team is helping staff to develop their skills and knowledge so that they are better able to support the children. Staff have asked children how they can support them more effectively, and this feedback is being used to inform care planning. However, one child said that they are not consulted about their care and that they feel as though they have no control over their life.

Leaders and managers have taken some action to improve their oversight of the care that is provided to children. Additional support is also being provided by senior managers. However, some of the systems and support structures that have been introduced are not yet effective.

The quality of the environment remains variable. Some of the rooms in the home, including some bedrooms, are not consistently maintained to a good standard of cleanliness. Newly added daily checks of the environment have not been effective in raising these standards.

Ofsted received a complaint that staff were unable to access children's medication for a number of days. Although managers were aware of this vulnerability, not enough action was taken to resolve it. As a result, children were not able to access their medication when they needed it. Fortunately, there was no significant impact on children's health, and appropriate actions have since been taken to ensure that this shortfall is not encountered again. Leaders and managers are completing a wider review into the events that led to this shortfall and accept that the initial responses were ineffective.

Staff can identify some improvements to the care that is provided to children since the monitoring visit. They say that their relationship with one child in the home has strengthened.

Two children say that they feel safe in the home and that they can talk to staff when they feel worried about something. One child said that they do not feel listened to and when they raise concerns about their care with managers, nothing is done. They said that staff do not have a good understanding of their needs and that staff's approach to their care is not always effective.

Leaders and managers have been receptive of the concerns raised during this monitoring visit, and they are assured that the vulnerabilities in children's care will be resolved.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/06/2024	Full	Requires improvement to be good
10/05/2023	Full	Good
23/08/2022	Full	Good
02/11/2021	Full	Good

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 with 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— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(b)) In particular, the registered person must ensure that staff have the skills and knowledge to identify, understand and respond to mediate risk to children effectively. Staff must be supported to understand the actions that they must take to help to keep children safe. Specifically, the registered person must ensure that staff have a sound understanding of contextual safeguarding and help children to keep themselves safe when they are out of the home. Staff must	26 May 2025

be interested in children's experiences when they are away from the home and have the skills to recognise concerns that indicate that the child may be at risk of harm. In addition, the registered person must take action to ensure that all children feel supported and protected from harm by staff. Staff must offer prompt support to the children in the home when the behaviour of other children becomes challenging towards staff.	
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and 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— ascertain and consider each child's views, wishes and feelings, and balance these against what they judge to be in the child's best interests when making decisions about the child's care and welfare; help each child to express views, wishes and feelings; 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; help each child to understand how the child's privacy will be respected and the circumstances when it may have to be limited; ensure that each child—	26 May 2025

is enabled to provide feedback to, and raise issues with, a relevant person about the support and services that the child receives; and is given appropriate advocacy support. (Regulation 7 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv)(v)(b)(i)(iii)) In particular, the registered person must ensure that children feel heard. Staff should help children to share their thoughts and feelings about their care, and support them to understand how they have been listened to.	
The quality and purpose of care standard is that children receive care from staff who— understand the children’s home’s overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home’s statement of purpose; ensure that staff— understand and apply the home’s statement of purpose; protect and promote each child’s welfare; provide personalised care that meets each child’s needs, as recorded in the child’s relevant plans, taking account of the child’s background; help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; make decisions about the day-to-day arrangements for each child, in accordance with the child’s relevant plans, which give the child an appropriate degree of freedom and choice; and ensure that the premises used for the purposes of the home are designed and furnished so as to—	26 May 2025

meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iv)(vi)(ix)(c)(i)) In particular, the registered person must support staff to develop positive relationships with children that help them to engage in the routines of the home, make progress and feel cared for. Further, the registered person must ensure that staff have a clear understanding of children's needs and how to help children to make progress. Finally, the registered person must ensure that the home environment is maintained to a good standard of cleanliness. Staff should take pride in the home and understand how this impacts on children's sense of belongingness and helps them to feel cared for. Staff should also support children to take pride in their home and develop the skills that they will likely require in the future.	
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— ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(b)(c)(f)(h)) In particular, the registered person must use monitoring systems to ensure that they have a sound understanding of children's needs and the support that they require to help	26 May 2025

them to keep safe. The registered person must use their understanding to help staff to develop the skills, knowledge and confidence that they require to meet children's needs and protect them from harm. In addition, the registered person must use monitoring and review systems to evaluate the quality of care that is provided to children and take action to make improvements when necessary.	
The health and well-being standard is that— the health and well-being needs of children are met; children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans; understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding; and understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(c) (2)(a)(i)(ii)(iv)) In particular, the registered person must ensure that children are supported to make healthy choices and to understand the risks associated with unhealthy choices. In addition, the registered person must support staff to meet children's health needs. This must include helping children to manage their medication and ensuring that they have access to their medication when they need it.	26 May 2025

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 Cwc Limited

Registered provider address: Maybrook House, Third Floor, Queensway,
Halesowen, West Midlands B63 4AH

Responsible individual: Jenna Hydes

Registered manager: Michelle Tipper

Inspector

Martin Brown, Social Care Inspector

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