

2568010

Registered provider: Keys Cwc Limited

Assurance inspection

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. At the time of this inspection, four children were living in the home, and they all spoke with the inspector.

The manager has been registered with Ofsted since May 2023.

Inspection date: 28 January 2025

Date of last inspection: 11 June 2024

Judgement at last inspection: requires improvement to be 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

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Leaders and managers have taken action to address the requirements and recommendations that were raised at the last inspection. The registered manager is aware of further areas for development and acknowledges that the home is on a journey of improvement. Since the last inspection, an additional deputy manager has been employed, which has helped the registered manager to ensure effective oversight of the care that is provided to children.

Clear and consistent routines and boundaries have been agreed with children. As a result, children know what to expect each day, have a better understanding of their care and are more readily able to seek support and guidance from staff. Consequently, children's needs are being met more effectively.

Most children are making good progress. There are a variety of educational arrangements in place for children that are tailored to their individual needs, learning styles and interests. As children's confidence in education grows, their access to more formal schooling is increased.

However, one child has largely withdrawn their engagement from the routines and structure of the home. They have said that they would like to move out of the home, and they have declined to access important emotional health and educational-support services. Leaders and managers are listening to the child's views and are supporting the placing authority to identify a suitable home for the child.

When another child moved out of the home, the registered manager advocated for them to ensure that their needs were well understood. They also reflected on the child's time in the home and identified the vulnerabilities in the care that was provided. This allowed the registered manager to identify learning, which is being used to inform the decisions that are made about the current children's care planning.

Children say that they enjoy living in their home and that they feel well cared for by staff. They say that they enjoy spending time with staff and that they get to do lots of fun things and spend time with their friends and family. One child joked that having more pocket money would improve the home further.

Children's plans help staff to understand children's needs and the support that they require. Input from specialist services has been incorporated into children's plans to ensure that staff have the information that they need to care for children effectively.

Restraint has not been used in this home since the last inspection. There has been a pattern of children running away and being reported missing to the police, although the frequency of these behaviours has reduced more recently. When staff are challenged by children, they follow the relevant procedures and the strategies that are detailed in children's plans to help reduce the risk of harm.

Following incidents, staff offer children support to help them to understand the risks that they have been exposed to. Staff help children to think about how they could express themselves in safer ways in the future. Similarly, the registered manager routinely evaluates staff's responses to children and the support that they have provided. This allows for learning to be identified and shared with staff to help them to develop their practise and meet children's needs more effectively.

The home is mostly clean and tidy. There are nice photos on the walls of children spending time with staff and each other. Children's views, wishes and achievements are proudly displayed on the kitchen blackboard. Children's bedrooms have been personalised, although children are not always supported to maintain their bedrooms to a good standard of cleanliness. Some maintenance tasks are outstanding, which detract from the homely environment.

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?

Recommendation

- The registered person should ensure that the children's home offers a nurturing, supportive and homely environment that helps to meet children's needs and keep children safe. In particular, staff should support children to keep their bedrooms clean. Furthermore, staff should ensure that maintenance tasks are identified, reported and addressed in a timely manner and to a good standard ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: Post vacant

Registered manager: Michelle Tipper

Inspector

Martin Brown, Social Care Inspector

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