

2570535

Keys Nhcc Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is owned by a large private company. It is registered to care for up to four children with a variety of complex needs, aged between eight and 17 years. It was registered in May 2020 and has not previously been inspected.

The registered manager has worked in the home since it opened and is completing a Level 5 qualification in health and social care management.

Inspection date: 10 and 11 February 2021

This monitoring visit

This monitoring visit was carried out as Ofsted had not inspected the home since registration and because of an escalation in the number of incidents in the home. Due to the COVID-19 (coronavirus) pandemic, Ofsted carried out this visit remotely. The inspector gathered evidence in several different ways, including talking to the manager, staff and children. The registered manager was also asked to provide documents electronically for the inspector to review. At the time of this visit, three children were living in the home.

Staff have not consistently safeguarded children; this relates to one child living in the home. On one occasion, a member of staff travelled a considerable distance in a car with a child during national COVID-19 lockdown restrictions. Contrary to the child's care plan, the member of staff allowed the child to use his mobile phone. This led to the child contacting and seeing members of their family outside of those agreed within their care plan. Although the child did not come to any harm, this had the potential to place the child at risk and was contrary to national COVID-19 restrictions. Once she was aware, the registered manager acted swiftly to safeguard the child and contacted the appropriate safeguarding agencies.

Care plans do not always support staff to be able to safely care for children. One child's care plan remains inconsistent and outdated. Furthermore, one child's risk

assessment is contradictory and does not contain sufficient detail. This does not give staff the necessary information to safeguard this child. For example, the level of supervision the child requires is not consistently or clearly recorded within the child's risk assessments and care plans. Also, these records are not updated when there is a change to the frequency of this supervision. This does not enable staff to effectively keep this child safe. It has the potential to leave staff vulnerable and children at risk.

Despite these shortfalls, staff have supported children who struggle to manage their emotions. This has been bolstered by increased staffing levels and waking-night staff. When incidents occur, the registered manager acts appropriately to safeguard children and is proactive in considering the wider issues of staff practice and boundaries.

Throughout the COVID-19 pandemic, the registered manager and staff have continued to engage well with children. Although children have been unable to enjoy their regular activities, staff have endeavoured to encourage children to go for walks and play games within the home. As a result, children are developing trusting relationships with staff and feel safe and happy in the home.

Some children are making good progress in education and are beginning to develop their independence skills. One placing social worker commented, 'Staff's understanding appears to be excellent and they are supporting [name of child] very well.'

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 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	12 March 2021

necessary, make arrangements to reduce the risk of any harm to the child; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2)(a)(i)(v)) This specifically relates to ensuring that children's risk assessments are clear and accurate to ensure all staff are fully aware of their roles and responsibilities when caring for children.	
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to manage and review the placement of each child in the home; that each child's relevant plans are followed. (Regulation 14 (1)(a)(b) (2)(b)(ii)(c)) This specifically relates to ensuring that children's placement plans are clear and up to date, and to ensure that staff are aware of those plans and follow them.	12 March 2021

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: 2570535

Provision sub-type: Children's home

Registered provider: Keys Nhcc Ltd

Registered provider address: 2nd Floor, Maybrook House, Queensway,
Halesowen, Worcestershire B63 4AH

Responsible individual: Christine Bird

Registered manager: Amanda Wills

Inspector

Sue Young, Social Care Inspector

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