

2570535

Registered provider: Keys NHCC Limited

Interim inspection

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.

The registered manager has worked in the home since it opened and is qualified to level 5 in health and social care management.

Inspection date: 22 March 2022

Date of last inspection: 8 September 2021

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judged that it has sustained effectiveness.

Eight requirements and one recommendation were made at the previous inspection. Seven of the requirements and the one recommendation were met during this inspection. One requirement was mostly met, therefore part was reissued, and a new recommendation was raised at this visit.

Since the last inspection, one child has moved on from the home. This was due to the home no longer being able to meet their needs. Staff continued to support them until a new placement could be found. This meant that the child continued to receive consistent care from staff who knew them well.

One child has moved into the home. This was well planned, and managers ensured that they were well matched with the children already living at the home. In the short time they have lived there, the child has settled well, and where previously they were reluctant to attend school, they have now attended every day. This child told the inspector they liked living at the home and gave it eight out of 10 when asked how well staff and managers were doing.

Children experience positive relationships with staff. This means that children are supported well through difficult times or when their plans change. For example, one child was due to leave this home and move on to the next stage of their life. However, due to a change of decision by the placing authority, the child remains at the home. Due to the approach of staff, the child has coped remarkably well, continued with her education and obtained a part-time job. When the inspector spoke to the child, she said she liked living at the home and would be happy to stay there until she was 18.

Staff have helped children maintain links with family and friends. For one child, the relationship with her family has improved to such an extent that the child has spent much more time at the family home. For another child, staff have taken them to Scotland for visits while the placing authority completes their assessments to allow the child to travel and visit without staff.

Staff have reviewed children's plans, and they are now up to date with regular reviews of risk assessments and behaviour plans. Staff share all the relevant information with staff who do not normally work at the home. However, on one occasion, those staff did not follow the instructions given to them and failed to promptly report an incident of concern. Managers have investigated this incident and taken action against those staff concerned. Their omission in not following instructions could have put children at harm.

Managers have implemented several changes at the home. These changes have meant staff give better consistency for children and children's plans have greater detail, which shows how children are progressing. Improved structure and routine mean staff are better at promoting children's education and have plans for supporting children's independence. Key-work sessions support children's understanding and learning. Staff have also focused on helping children understand positive relationships, safety online and the importance of healthy eating and exercise.

Managers have improved the home's monitoring systems. This has resulted in better oversight of children's plans, incident reports and identification of medication errors. When medication errors have occurred, managers have taken action, with staff completing refresher training and having competency assessments. However, one member of staff has yet to do theirs, which could mean they do not have all the skills they need.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/09/2021	Full	Requires improvement to be 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, 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 necessary, make arrangements to reduce the risk of any harm to the child; and 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 staff who do not normally work at the home fully understanding children's risks and the action staff need to take to protect them.	20 May 2022

Recommendation

- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs and should understand the key role they play in the training and development of staff in the home. This specifically relates to staff undertaking competencies when needed so that the manager can satisfy themselves that staff understand the procedures they need to take, such as the administration and recording of medication. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: 2570535

Provision sub-type: Children's home

Registered provider: Keys NHCC Limited

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

Responsible individual: Christine Bird

Registered manager: Amanda Wills

Inspector

Debbie Bond, Social Care Inspector

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