

2595983

Registered provider: Keys QTC Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned. It provides care for up to six children who may experience social and emotional difficulties.

At the time of the inspection, 6 children were living in the home.

The manager registered with Ofsted in July 2021.

The provider operates a school on the same site. The inspectors only inspected the social care provision at this site

Inspection date: 25 February 2026

Date of last inspection: 2 September 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspectors evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have 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.

When children move into the home, their needs and risks are assessed appropriately. This ensures that staff can meet the needs of the children living together. However, when concerns arose regarding the placing authority's plans for children's futures, including the timing of their move on from the home, the manager's actions to advocate for children were not clearly recorded.

Staff use regular direct work sessions with children to discuss significant events, plan for upcoming changes, reflect on incidents and to support children to understand risks such as drug use and artificial intelligence.

Since the last inspection, there has been an increase in work completed with children to support them to explore their culture, heritage and religion. This helps children develop an understanding of their cultural background and to make informed decisions about their faith and beliefs.

Children's support plans and risk assessments are detailed documents which contain all necessary information for staff to provide consistent care to children. These are routinely updated with any changes.

When children raise complaints or concerns about staff, these are responded to suitably. Children's welfare is a priority throughout and where appropriate, children are informed of the outcome of their complaint. However, the manager does not consistently update the local authority designated officer (LADO) or Ofsted regarding ongoing safeguarding investigations. In addition to this, on one occasion the provider made a considered decision not to report a concern to the LADO, this limits transparency and external oversight.

When children have been missing from the home, staff have taken suitable action to search for them and work with relevant professionals to support a safe return home as quickly as possible. Staff complete follow up work with children to explore their views and wishes, and to share the dangers of being away from the home without permission. The manager has oversight of these reports and is reflective of staff practice.

When it has been necessary to hold a child to keep them safe it has been reasonable and proportionate. Children and staff are supported to reflect on the incident and the hold after the incident. The manager has oversight of the incident and the effectiveness of the hold used is evaluated.

When conflicts arise between children, staff support each child appropriately and reinforce expectations. Risk management plans outline strategies to reduce further

conflict. However, direct work and children's meetings do not consistently take place to help children reflect on their behaviour or how to strengthen relationships between children.

The manager has introduced systems to support and improve his oversight of the home alongside a new electronic recording system. This enables him to identify shortfalls and drive improvements.

Staff have completed a wide range of training to meet children's specific and individual needs.

The home environment is clean and tidy. Children's bedrooms reflect their individuality and have all the necessary furniture. However, one child's bedroom has a bright emergency light which they attempted to cover themselves and some bedrooms do not have additional privacy covers where needed.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/09/2025	Full	Requires improvement to be good
05/06/2024	Full	Good
27/06/2023	Full	Good
15/11/2022	Full	Good

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that where the placing authority or another relevant person does not provide the input and services needed to meet a child's needs during their time in the home or in preparation for leaving the home, the home must challenge them to meet the child's needs. Staff should act as champions for their children, expecting nothing less than a good parent would. ('Guide to the Children's Home Regulations, including the quality standards', page 12, paragraph 2.8)
- The registered person should ensure that individual children are not subject to bullying from their peers. This means, each child should be provided with proactive direct work sessions that are planned based on children's presenting needs and feelings. ('Guide to the Children's Home Regulations, including the quality standards', page 16, paragraph 3.12)
- The registered person should notify Ofsted and all relevant parties including the placing authority and the LADO of any allegation of abuse against the home or a person working there. Notifications must be made without delay, and the home must provide timely updates as the situation progresses. Full transparency with the LADO is essential throughout the safeguarding process. ('Guide to the Children's Home Regulations, including the quality standards', page 63, paragraph 14.10)
- The registered person should ensure that the home is a nurturing and supportive environment that meet the needs of their children, they will, in most cases, be homely, domestic environments. Children's homes must comply with relevant health and safety legislations (alarms, food hygiene etc.) and support children's privacy; however in doing so, homes should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the Children's Home Regulations, including the quality standards', page 15, paragraph 3.9)

Children's home details

Unique reference number: 2595983

Provision sub-type: Children's home

Registered provider: Keys QTC Limited

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

Responsible individual: Thomas Cappleman

Registered manager: Oliver Birtwistle

Inspectors

Katie Tomlinson, Social Care Inspector
Samantha Cooper, Social Care Inspector

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