

2666560

Registered provider: BKY Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and provides care for up to 3 children who experience social and emotional difficulties.

At the time of this inspection, 3 children were living in the home, all of whom were spoken to by the inspector. Since the last inspection, one child has moved on from the home and one child has moved in.

A new manager has been in post since May 2026 and has applied to register with Ofsted.

Inspection dates: 3 and 4 June 2026

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 1 April 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/04/2025	Full	Good
29/05/2024	Full	Requires improvement to be good
27/02/2024	Full	Good
22/03/2023	Full	Good

Summary of findings

Children's needs are well understood, and therapeutic approaches support them to feel nurtured, safe and well cared for. However, there have been occasions when there has been a lapse in staff supervision, and staff have not consistently followed agreed plans to ensure that children are kept safe. Leaders and managers recognise these shortfalls and have taken effective action to address them. They have implemented measures to strengthen practice and improve consistency in safeguarding arrangements.

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive nurturing, therapeutic care. Staff are attuned to children's individual needs and work with them in a sensitive and patient manner. This approach has supported children to develop trusting and positive relationships with the adults who care for them. This is significant progress for those children who have previously struggled to trust others. Staff provide warmth, love and affection, helping children to feel valued, safe and cared for.

Children enjoy living in the home and feel listened to by staff. Staff actively encourage children to engage in community-based activities and attend social groups, including St John Ambulance cadets and ice skating lessons. Staff take a keen interest in supporting children's aspirations and achievements, celebrating their successes and helping to build their confidence and self-esteem.

Before children move into the home, leaders carefully consider whether staff can meet their needs. Staff warmly welcome children when they arrive, ensuring that they feel reassured and supported while adjusting to their new environment. One child left the home following a difficult decision that staff were unable to meet their changing needs. The child was well informed and supported to understand this decision. Staff who knew the child well were an essential part of the transition, ensuring that they were supported by familiar individuals. Staff provided consistent reassurance and positive messages, ensuring that the child's move was managed sensitively and remained a positive experience.

Children's educational progress is variable. While one child is making good progress and attends school regularly, others experience barriers to their learning, and their attendance is negatively impacted by inconsistent sleep patterns. Staff do not consistently consider or apply alternative approaches when existing strategies for establishing helpful routines are ineffective. When children attend school, they can achieve well; however, this inconsistency limits their ability to reach their full potential.

The home environment is not consistently well maintained. While children's bedrooms are personalised, repairs are not always addressed in a timely manner, and some rooms are not kept clean. For example, children have been using old, stained bedding. In

addition, the bathroom is not maintained to an appropriate standard and children do not have easy access to cutlery or television remote controls.

How well children and young people are helped and protected: good

Staff demonstrate a good understanding of children's needs and the risks to their safety. Where children experience challenges with their mental health, there is a well-coordinated, multi-agency approach to reviewing the level of care provided. Children receive support from specialist external agencies, which enhances their emotional wellbeing. In addition, staff participate in regular developmental and reflective sessions with an external therapist to review practice and strengthen their responses to children during times of crisis.

Incidents of children going missing from the home are rare. When incidents occur, staff follow the missing-from-home protocol effectively. On all occasions, children have returned quickly and unharmed, and there have been no incidents of children being missing overnight.

Any allegations made by children are taken seriously and responded to promptly. Staff follow clear safeguarding procedures to ensure that all concerns are appropriately recorded, reported, and managed in line with established policies and external guidance. The robust processes in place ensure that allegations are addressed sensitively and effectively, with appropriate oversight and involvement from relevant external agencies as required. This helps to ensure that children's voices are heard, their welfare is prioritised, and appropriate action is taken to safeguard them.

Since the last inspection, there have been improvements in reviewing risks and providing clear guidance for staff to follow to ensure that children are kept safe. Despite this, there have been occasions when staff have not fully followed these plans, resulting in children taking opportunities to harm themselves. Following such incidents, staff have acted appropriately, and medical attention has been sought. Leaders and managers have addressed these shortfalls in practice and regularly adapt approaches to meet the changing needs of children and keep them safe.

Staff use physical intervention as a last resort to keep children safe. Staff and children are spoken to after each incident, with a focus on reassuring children and repairing relationships. However, there is an inconsistent approach to holding separate discussions with staff following these incidents. As a result, staff do not always have a structured and confidential space to reflect on incidents or raise any concerns.

The effectiveness of leaders and managers: good

Since the last inspection, a new responsible individual has been appointed, and the deputy manager has progressed into the role of manager. Both leaders demonstrate a strong and in-depth understanding of the children's needs. They promote a positive and open culture in the home, where staff feel supported and children feel able to express

their views. Their approach encourages transparency, reflective practice, and a shared commitment to improving outcomes for children.

Leaders and staff maintain positive working relationships with professionals involved in the children's care, as well as with their family members. Other professionals also highlight the strength of the relationships they have with staff, noting effective collaboration and communication. Staff actively keep families informed about changes in children's care and ensure that they are appropriately involved. This contributes to a well-coordinated and joined-up approach to meeting children's needs.

Since the last inspection, several members of staff have left the team, most during their induction period. Leaders have reflected on these changes and have implemented plans to strengthen the support provided to the newly established team. Despite these staffing changes, leaders have worked hard to minimise the impact on the quality of care provided to children, which has been largely effective.

Staff feel supported and enjoy their work. They receive regular supervision and attend structured team meetings focused on improving care for children and supporting staff development. In addition, relevant training is available that is centred around staff's roles and the needs of children. However, leaders' systems for the oversight and monitoring of training are not yet established. This has resulted in many gaps in training completion for new staff, and some courses have not yet been allocated.

Aside from training, monitoring systems are in place and are effective. Leaders and managers review care records in a timely manner, providing appropriate oversight of practice. This ensures that children's plans and records are regularly evaluated, emerging concerns are identified promptly, and appropriate action is taken to address them. This consistent oversight promotes accountability and helps to ensure that the care provided to children remains responsive to their needs.

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 within the given timescales.

Requirement	Due date
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— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(c)(i)(ii)) In particular, the registered person must ensure that effective strategies are in place to support children in establishing positive daily routines, including appropriate sleep patterns and consistent attendance in education. Where such strategies are not effective, the registered person must ensure that they are promptly reviewed and adapted to better meet the individual needs of the children. In addition, the registered person must ensure that the home environment is well maintained and kept clean, with any necessary repairs addressed in a timely manner. Furthermore, children should not be unnecessarily restricted from accessing items in the home when there is no identified risk to their safety.	2 August 2026
The protection of children standard is that children are protected from harm and enabled to keep themselves safe.	2 August 2026

In particular, the standard in paragraph (1) requires the registered person to ensure—

that staff—

understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;

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)(v)(b))

In particular, the registered person must ensure that staff follow risk management plans and have a clear understanding of their roles and responsibilities in safeguarding children, particularly in relation to required levels of supervision. They must also ensure that day-to-day arrangements in the home are effective in always promoting and maintaining children's safety. Additionally, the registered person must ensure that, following incidents, there are systems in place to provide staff with an individual space to reflect on incidents or raise any concerns.

This requirement was raised at the last inspection and has been restated.

Recommendation

- The registered person should ensure that staff receive timely training and that effective systems are in place to monitor their progress. This is to ensure that staff have the necessary skills to understand and support children's needs. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

Information about this 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: 2666560

Provision sub-type: Children's home

Registered provider: BKY Care Limited

Registered provider address: Suite 2, Sovereign House, 22 Gate Lane, Sutton Coldfield B73 5TT

Responsible individual: Robert Hewston

Registered manager: Post vacant

Inspector

Joanne Humphreys, Social Care Inspector

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