

2669971

Registered provider: Keys Child Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private organisation. It provides care for up to four children aged between 11 and 18 with a variety of complex needs who need specialist support. Four children were living at the home at the time of the inspection.

The manager registered with Ofsted in March 2025.

Inspection dates: 2 and 3 September 2025

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **outstanding**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 11 June 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/06/2024	Full	Good
14/09/2023	Full	Good
24/08/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

There were four children living at the home at the time of the inspection. Since the last inspection, two children have moved in. Two children have moved out and successfully moved to supported accommodation. All the children in the home took part in the inspection.

Staff, managers and children care about the environment. The home is being redecorated, and children are taking part in this work. Children have been supported to put furniture together and they have helped to choose new decor for the home. This helps children to feel invested in the home.

Staff enjoy lots of activities with children. Staff have taken children fishing, go-karting, and more recently on a holiday abroad. One child who joined the home in the last week said that they are enjoying their time with staff away from the home. Staff have also supported children to take part in fundraising events. Staff organised a summer barbecue; children at the home as well as children who used to live there and their families were invited. Events like this help children to see that staff are committed to them now and in the future. They are also helping children to create positive memories.

Staff support children to make progress in their education. Two children have passed their exams since the last inspection. The manager supports children's educational needs by ensuring they have suitable provisions.

Staff support children with their mental health and seek additional support when necessary. When children first move in, they are registered with local health provisions and some children have been supported to make their own health appointments. This helps children prepare for adulthood.

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

Staff help children to stay safe. One child, who has now moved, had lots of missing-from-home episodes. Staff showed a caring approach by travelling long distances and linking with other professionals to locate the child and bring them back safely. This helped the child to feel cared for.

Staff help children when they are vulnerable to exploitation and criminalisation. Staff are also proactive in helping children to be safe online. Staff involve external agencies, share information and hold meetings to discuss strategies to keep children safe. Managers provide appropriate challenge to other professionals when necessary.

Staff spend time talking with children about their behaviour. They help them to understand how some decisions could leave them vulnerable to harm. Staff suggest

coping mechanisms to help children to make better decisions and learn from their experiences.

Families and professionals say they are satisfied with how incidents are managed by staff and with the quality of information that is shared. Children who raise concerns are listened to by staff and processes take place to keep everyone safe.

One social worker said: 'There have been some difficult situations, but staff have been proactive and put in measures to keep [name of child] safe.'

The effectiveness of leaders and managers: outstanding

The manager is suitably experienced and holds the relevant qualification. The manager works alongside the deputy manager and together they make an excellent team. They maintain an exceptional level of oversight and show incredible levels of support to the team. They provide safety, stability and consistency for the children in their care.

Managers produce detailed risk assessments, discuss ongoing concerns and create safety plans for children. Professionals say they are extremely appreciative of the excellent and swift communication from the management team.

Managers believe strongly in hearing children's voices. When children raise concerns, managers act immediately and share information effectively. They quickly put measures in place to ensure people are safe, produce accurate records and keep everyone up to date with progress and outcomes. The manager has regular conversations with children. Discussions are well written and addressed to children. One child said that managers always make themselves available and take care of anything they need them to.

The managers provide an extremely safe and supportive environment for staff. Through regular supervision, managers holistically support staff with professional and personal challenges. Managers offer their time, reassurance and understanding. This helps to build staff resilience.

The manager is highly aspirational. She supports continued professional development and promotion for staff. Managers support staff to complete the relevant qualification. This helps to build a knowledgeable and informed team.

Managers provide comprehensive oversight and take quick and decisive action when they notice any discrepancies. Staff are upskilled during team meetings and supervision sessions. Managers conduct role plays in team meetings to help staff learn from practice. Staff are encouraged to reflect on their practice and learn from experience.

No requirements or recommendations have been raised as a result of this inspection.

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: 2669971

Provision sub-type: Children's home

Registered provider: Keys Child Care Limited

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

Responsible individual: David Bartlett

Registered manager: Amanda Mousley

Inspector

Dan Williams, Social Care Inspector

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