

2709844

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 privately owned. It provides care for up to two children who may experience social and emotional difficulties.

At the time of the inspection, one child was living at the home.

The manager registered with Ofsted in October 2022 and is suitably qualified.

Inspection dates: 4 and 5 July 2023

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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Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

Placements in this home are well planned. The manager carries out a robust assessment before a child moves into the home. This helps staff to understand the child's needs. The child is supported to meet staff before moving in. The child and their parents receive a comprehensive guide which helps them to know what to expect and helps the child to feel settled in the home.

The child is developing secure and trusting relationships with staff. Inspectors observed staff to be attentive and nurturing in meeting the child's needs. The child is well cared for and has fun. They enjoy activities with staff, who pursue their interests.

Staff value and seek the child's views. Staff listen to the child and support them to influence their care. Due to being the only child in the home, the manager has adapted ways to capture the child's views. This helps the child to talk to staff and feel at ease to discuss their wishes and feelings.

Staff understand barriers to children's academic achievement. They challenge local authorities when there are delays in identifying suitable education. When there are delays, staff encourage and support the child with educational work as an interim measure. The child recently returned to full-time education. This is a big achievement for this child.

The child knows how to make a complaint. The manager acts on concerns and has supported the child to talk about issues. The manager has followed the correct procedure and has concluded their investigations. The manager spends time with the child. This ensures that they are comfortable to raise further complaints. The manager has ensured that the child has an independent person to talk to. This means that the child can raise concerns outside of the home.

Staff carry out direct work with the child to help them understand their emotions. This supports the child to reflect and talk about their feelings. This is not always effective due to the child's age and understanding. However, staff feel that it is important for the child to have this opportunity. The staff are aware of the child's behaviours and offer individualised care that is tailored to the child's needs.

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

Staff know and understand children's risks. Risk assessments are updated following significant incidents. This provides clear guidance for staff. Staff support the child to take risks appropriate to their age and level of understanding.

Staff advocate for children in multi-agency professional meetings. This ensures that children's views are heard and understood.

Staff consistently promote and reward the child's positive behaviour. Targets are set for the child to promote positive behaviour, and the staff offer a high amount of praise. Staff are effective in de-escalation techniques. They use creative strategies, such as distraction and humour, to promote positive behaviour. Staff understand the importance of playfulness and incorporate this into their care.

Staff only use restraints to keep the child and others safe. All incidents are well recorded, reviewed and monitored by the manager. Following an incident, the child has the opportunity to have reflective discussions. Leaders support staff with incidents of restraint. Records of conversations show evidence of empathy and professional curiosity.

Staff receive a range of training. However, they have not had training in the missing-from-home procedure. Staff require this training to provide an effective response if the child goes missing from care.

Managers follow safer recruitment procedures to ensure that staff are fully vetted and safe to work with children. This promotes a safe and healthy environment for children.

The effectiveness of leaders and managers: good

The manager places the welfare of the children at the centre of everything that they and the staff do. Everyone is ambitious for the child to be happy and able to reach their full potential.

The team of staff is stable and they are learning together. Staff receive regular supervision and attend monthly team meetings, which they say are helpful. These meetings provide staff with the opportunity to reflect on their practice and develop their learning.

The manager uses internal and external monitoring systems to ensure that staff provide good care to the children. This oversight promotes the safety and well-being of the children.

The manager is a positive individual and his enthusiasm has an encouraging effect on the staff. Staff report feeling supported. They have a positive outlook, which sets the atmosphere in the home. Staff have a good induction and support in their career progression.

One parent gave very positive feedback about the care provided by the staff. They said that staff take good care of their child and that the child likes living in the home.

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

Recommendation

- The registered person should specify the procedures to be followed and the roles and responsibilities of staff when a child is missing from care or away from the home without permission and how staff should support the child on return to the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 9.28)

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: 2709844

Provision sub-type: Children's home

Registered provider: Keys Child Care Limited

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

Responsible individual: Natalie Yates

Registered manager: Kristopher Creighton

Inspector

Sally Mitchell, Social Care Inspector

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