

2709844

Registered provider: Keys Child Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private company. It provides care for up to 2 children who may experience social and emotional difficulties.

There were 2 children resident at the time of this inspection. The inspector spoke to both children.

The manager registered with Ofsted in June 2025.

Inspection dates: 18 and 19 March 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: 4 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/2025	Full	Good
04/07/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have strong trusting relationships with staff who they know well. A successful recruitment campaign means there is a full staff team, with newly appointed staff working hard to develop relationships with the children. Professionals say that the children like living at this home and they trust their adults.

Staff prioritise children's health and ensure they attend routine appointments. Staff work with specialists to support children with specific physical and mental health needs. Staff efforts have supported one child to build enough confidence to access new community activities.

Education is a priority in this home. Staff work diligently with education professionals to remove barriers for the children. Children who have previously been out of education for years, now attend full time and are making progress.

Children participate in a wide variety of activities and staff ensure they always have the specialist equipment they need. The children have enjoyed a holiday abroad together and staff encourage them to try new things. This helps the children to develop their confidence and their social skills. Children are comfortable in the community, and they reach out to neighbours to share in some of their experiences.

The manager and staff work closely with other professionals to prepare children for the next stage in their lives. Staff contribute to a well thought out and individualised moving on plan, with effective communication and information sharing. This ensures that children have time to adjust to changes in their lives in preparation for moving.

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

Staff know the children and their risks well. Risk assessments and care plans are up to date and include clear strategies that support staff to recognise early signs of distress. Staff help children to increase their resilience and find healthy coping strategies and ways to express themselves.

Staff know what to do and follow children's missing from home procedures. They routinely follow the child and contribute to their safe return. Staff are professionally curious in their discussions with children to find out why they have gone missing, reducing the risk of this reoccurring. This successfully keeps missing episodes to a minimum.

Children's behaviour management plans are detailed and provide guidance for staff to support children to manage their behaviour. Staff review events and the effectiveness of each strategy used. Children are only held when it is proportionate and necessary.

Children and staff can reflect on what happened and restorative work to repair relationships is undertaken.

The manager takes all allegations seriously. They undertake a thorough investigation and establish the views of everyone involved. These investigations are child focused and the manager takes effective action when staff practice falls short, ensuring children are safe. However, there is no record of children being informed of the outcome of their allegation.

The effectiveness of leaders and managers: good

The manager is enthusiastic and highly committed to the children. She is a strong children's advocate, recognising children's needs and presenting their voice in all aspects of their lives. This keeps the children central to planning and decision making.

The manager understands the importance of staff wellbeing, its impact on staff retention and the consistency of care for the children. They use team meetings as a tool to share information and deliver training. Reflective discussion empowers staff to update the practice and provide meaningful care to the children.

Staff supervision is regular, well recorded, and reflective. The manager is familiar with staff training and development needs and uses supervision to track its progress. The manager is therefore confident that staff have the skills needed to meet children's needs to a high standard.

The manager has effective monitoring and review systems in place. They have an established system of quality assurance and home development. Records are child friendly, innovative and demonstrate that the manager has good oversight of practice in the home.

There is a strong working relationship with partner professionals. Those spoken to have consistently high praise for open and reliable communication and the care provided to the children. However, feedback is not routinely reflected in the managers evaluation of practice, or evident in the planning for the home.

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

Recommendations

- The registered person should ensure that the children are formally informed of the outcome of any complaint which they make. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.13)
- The registered manager should ensure that the independent person consults regularly with children, families and other professionals and records the outcome in their report. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.8)

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, Third Floor, Queensway, Halesowen
B63 4AH

Responsible individual: Natalie Griffin

Registered manager: Kay Appleyard

Inspector

Lisa Gordon, Social Care Inspector

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