

2709845

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 owned and managed by a private provider. It provides care for 2 children who may have social and emotional difficulties.

At the time of the inspection, there were 2 children living in the home. Both children were spoken to during the inspection.

The manager has been in post since December 2025 and has submitted their application to register with Ofsted.

Inspection dates: 29 and 30 April 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: 8 April 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/04/2025	Full	Good
13/08/2024	Full	Good
02/08/2023	Full	Good

Summary of findings

Children are progressing well in key areas of their care. They are settled in the home and have positive relationships with staff. They have made progress in routines and boundaries, and one child is now engaging in education outside of the home. However, there are maintenance needs both inside and outside the property that require attention.

Staff share a good understanding of each child's needs and respond appropriately to significant incidents in the home.

The home is managed by an experienced manager, who has established a stable and consistent staff team. However, staff do not consistently take effective action when serious incidents occur.

Inspection judgements

Overall experiences and progress of children and young people: good

Children make positive progress in the home. Staff use a variety of ways to respond to the children's behaviours. They have a good understanding of children's needs, individualised interests, and the children say they are happy living in the home.

Children have a strong sense of belonging in the home. Staff listen to them and regularly engage the children in direct work sessions that help them to understand their behaviours, risks and the topics which are important to children. The children are settled and content in their home and in the presence of staff.

Staff are ambitious for what the children can achieve. The children have good attendance at school and staff have supported one child to return to full-time education after a long period of being educated in the home. This is helping children to develop aspirations for their futures. Children's health needs are well met. Staff support children to access health services, such as the GP, and they have worked closely with health professionals to help one child overcome their anxiety about attending the dentist.

Children have a positive experience when moving into the home. Staff support children to visit the home before they move in and welcome them sensitively. Staff and senior leaders continue to act in the best interest of children, carefully considering their needs and feelings, in consultation with professionals known to them, to provide positive outcomes.

The home has a relaxed and welcoming atmosphere. Children's bedrooms are personalised to reflect their individual taste. However, there are areas of the home, both internally and externally, that require further maintenance, including redecoration and flooring.

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

Staff have a good understanding of the risks for each child and take appropriate action should an incident occur. Individualised risk assessments provide clear guidance for staff to follow, and these are reviewed and updated after each event.

There is a coordinated response when children go missing from home. Staff take proactive steps to locate the child and ensure their safe return. They make timely contact with the police, family members and other professionals to reduce risk. Children are offered return home interviews, and when these are not provided, the manager challenges this effectively.

Staff and senior leaders respond appropriately to safeguarding concerns. Allegations are managed fairly and promptly, and concerns are shared with the relevant professionals, including the local authority designated officer. Senior leaders support staff and children to repair relationships through direct work sessions.

When physical intervention has been necessary, staff have acted proportionately to keep the child or others safe. Staff help children to understand their behaviours and take time to listen to their views. Each incident is recorded and evaluated by the manager, and staff involved are spoken with. All staff are trained in restraint practices.

The effectiveness of leaders and managers: good

The home is managed by an experienced manager, who is dedicated and visible in the home. The home has experienced staffing changes, and the manager has taken action to secure a suitably experienced staff team to ensure consistency for children.

The manager understands the home's strengths and weakness and is in the process of implementing change. The manager understands the plans for children. However, when there was a road traffic collision, the staff member involved drove the company car the following morning without considering the risk factors.

Staff supervisions are held on a regular basis and managed by a suitably experienced person. Supervisions are practice focused on the children's individual needs. They consider staff's wellbeing, training and development. Actions are reviewed and set at each supervision.

Team meetings are well attended and provide an open forum for staff to share their knowledge about the children's needs and an opportunity to review their ways of working. Actions are set at the end of each meeting to further compliment the smooth running of the home and enhance children's care plans.

Staff have completed a wide variety of training, including safeguarding, health and safety awareness and first aid. They have engaged in additional training specific to the children's individualised needs, to support them in providing a tailored response.

Staff enjoy working in the home and speak passionately about the children. They report a stable and responsive staffing team, whose members provide consistency in meeting the children's needs. Staff members speak about the presence of the manager and the improvements in routines and boundaries for the children.

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 Home 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. (Regulation 6 (1)(a)(b) (2)(c)(i)) In particular, the registered person must ensure that the home is maintained to a good standard and is clean and tidy.	26 June 2026

Recommendations

- The registered person should ensure that they plan staffing to ensure that they meet the needs of children and can respond flexibly to unexpected events. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.15)

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 Home Regulations, including the quality standards'.

Children's home details

Unique reference number: 2709845

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: Post vacant

Inspector

Vicky Byron, Social Care Inspector

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