

2737467

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 and provides care for up to four children who may experience social and emotional difficulties.

The registered manager is suitably qualified.

Inspection dates: 11 and 12 November 2025

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
06/02/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, there were four children living in the home. Three of the children spoke with the inspector.

Children feel happy and secure living in the home. Staff provide a nurturing environment and implement therapeutic approaches that promote emotional safety and well-being. Staff encourage open and honest conversations with the children, even on difficult topics, helping to build trust and resilience.

Children are settled in the home and continue to make positive progress. All children attend school or college regularly, supported by staff who work hard to promote engagement in education.

Staff work proactively to support children's health and well-being. They ensure children attend all routine and specialist appointments and help them to access any additional services required to meet their individual needs.

A wide range of experiences, including holidays, activities and opportunities to spend time with friends, enriches children's daily lives. Friends are welcomed for sleepovers, meals and celebrations, creating a sense of inclusion. While children generally get along well, staff respect individual interests when children choose to spend time separately.

Children have lots of chances to share their views and feelings, whether through everyday chats with staff or planned one-to-one sessions. Monthly catch-ups give them space to talk about what matters, and their feedback is shared in team meetings so staff can act on it. Regular sessions cover important topics like school, emotional well-being, online safety, self-harm and safety planning. Children also get involved in decisions about life in the home, helping to choose things like decor, food menus and activities, which gives them a real sense of ownership and inclusion.

Staff prioritise family connections, with parents reporting that they feel welcomed and well informed about their children's care. Professionals and family members report that communication with the home's staff is strong, and staff provide regular updates on children's progress. One professional highlighted that they receive weekly reports and that staff consistently attend all school meetings, ensuring effective collaboration.

The home provides a spacious and welcoming environment, with personalised bedrooms and well-designed communal spaces that help children feel a sense of identity and belonging. The atmosphere is warm and homely, giving children plenty of opportunities to spend time together and build positive relationships.

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

Managers and staff take safeguarding seriously and respond well when concerns arise. Leaders and managers make sure everything is recorded properly. They consult with the local authority designated officer and check in with both staff and children, so everyone feels supported.

Restraint is only used when absolutely necessary to prevent harm, and it is implemented calmly with strong oversight. If the manager is involved, the responsible individual steps in to review and debrief, which shows good accountability. After every incident, clear action plans are put in place to ensure lessons are learned and risks are mitigated. These plans are used to address the root causes of the incidents, strengthen safeguarding measures and prevent recurrence.

Staff know the children well and understand their needs and any risks they might face. Detailed plans explain how to respond to behaviours and keep children safe, so everyone knows what to do. Strategies are thorough and updated regularly, which helps staff stay informed. However, practice is not always consistent, particularly in how staff apply agreed behaviour management strategies and record incidents. The manager is aware of this and is providing targeted training and supervision to ensure that everyone follows the same approach.

There have been some incidents where children have gone missing from the home. Staff follow the agreed protocol quickly and effectively. They know the children well, which helps them spot risks early and guide children to make safer choices. When mistakes happen, staff take the time to help children reflect and learn from the experience.

During the inspection, the key cupboard in the office was found open while the office door was unlocked. This cupboard contained the medication key, which raised concerns about how consistently security is maintained and whether restricted items, including medication, are being stored safely.

Some practices implemented by managers and staff do not promote children's privacy or dignity, this includes confidential information displayed on a whiteboard in an office where other children or visiting professionals can see it. In addition, some practices such as the checking of children's mouths after medication and the use of window restrictors, can feel institutional and are not regularly reviewed to ensure they are still needed.

The effectiveness of leaders and managers: good

The registered manager knows the children well and has high expectations for them. They are proactive in putting these aspirations into practice and work hard to make sure children have the best opportunities to succeed.

Staff describe the home as a positive and supportive place to work, with a strong focus on teamwork and child-centred care. They feel well supported by approachable, hands-

on managers and appreciate regular supervision sessions, training and opportunities to refresh their skills.

Training is current, and staff are encouraged to complete specialist courses alongside mandatory training to meet children's individual needs. Team meetings are used effectively to discuss training needs, home improvements and children's progress.

Supervision sessions are reflective and help staff think about their own development, which they value. Appraisals are completed annually, and although some were delayed, these have now all been brought up to date.

The registered manager demonstrates strong oversight through regular reporting, timely review of incidents and activity logs, and robust internal checks for health and safety and medication. Training is monitored via a matrix, and systems are in place to ensure compliance and continuous improvement.

The manager has a clear understanding of the home's strengths, such as positive relationships with children, a trauma-informed approach and valuing staff. They also recognise areas for development and have plans in place to ensure the service continues to meet children's needs and supports them to move on successfully.

Some local authority care plans are not fully up to date, and the manager has not consistently escalated this as a concern. The home's own plans are detailed and well monitored, which ensures children's needs continue to be met. Staff maintain strong oversight and planning, helping to keep things on track.

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 registered person must ensure that— the privacy of children is appropriately protected; children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (a)(b)(c)(ii)(iii)(iv)) In particular, the registered manager must ensure that children's personal information is not displayed in any area accessible to professionals or the public. The manager should maintain oversight of the use of window restrictors to ensure they remain appropriate and effective. In addition, the registered manager must regularly review current monitoring and surveillance practices to ensure they remain necessary and proportionate.	28 December 2025
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular, the registered person must ensure that—	28 December 2025

medicines kept in the home are stored in a secure place so as to prevent any child from having unsupervised access to them. (Regulation 23 (1) (2)(a)) In particular, ensure that the keys for medicine cabinets kept in the home are stored in a secure place so as to prevent any child from having unsupervised access to them.	
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans; and if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (a)(c)) In particular, the registered manager must escalate delays to the placing authority and strengthen systems to ensure timely receipt and use of essential documentation.	28 December 2025

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: 2737467

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: Gemma Moore

Registered manager: Lyndsay Rawson

Inspector

Karen Hallam, Social Care Inspector

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