

2737731

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 by a large national organisation. The home provides care for up to three children who may experience social and emotional difficulties.

The manager registered with Ofsted in August 2023.

Inspection dates: 10 and 11 February 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	outstanding
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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
13/02/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, 3 children were living at the home, each of them contributed to the inspection and spent time with the inspectors.

All 3 children have lived at the home for over 2 years. Children benefit from well-defined expectations, clear routines, and stability. This supports them to feel secure and settled. Relationships between children and staff are warm and receptive. As a result of these relationships children are making progress in all areas of their lives. They said that they feel happy and well supported by staff.

Staff are ambitious for children's education. All 3 children have appropriate learning arrangements in place and are progressing well. One child successfully completed their GCSE's and is going on to an apprenticeship. The manager has effectively challenged the limitations of another child's previous college placement and has been vital in securing a more suitable education arrangement for the child. The manager and staff have shown persistence to ensure that the child receives appropriate provision.

Children's relationships with families and friends are prioritised. Staff support children to see their families and friends sometimes making long journeys to do so. Staff support children to celebration special occasions. This helps children benefit from meaningful relationships with others.

Children are supported with wonderful opportunities to develop their interests. Children have picked holiday destinations abroad and have thoroughly enjoyed these trips. For some, this was their first time abroad. Staff thoughtfully captured these experiences in personalised memory books to enable children to look back at memories created with others.

Staff encourage children's creative pursuits. Some children have learned to play instruments and enhanced their craft skills with textiles. Staff are proud of children's achievements and creations. They listen to the children's music and show children that their work is valued.

Children's views are central to the home. Regular discussions take place regarding their views, wishes and feelings and the staff action these. Regular praise is given to the children regarding how well they are contributing. These approaches have helped the children to feel listened to and valued.

The home provides a warm and welcoming environment. Children's bedrooms are personalised to reflect their unique individual preferences and are suitably decorated for their ages. However, some children do not have enough storage in their bedrooms to store their belongings. The garden is spacious and provides an outdoor space for

children to enjoy, however this area needs improvement to ensure this space can be used to its full potential.

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

Due to the positive and trusting relationships children have with staff they are safer. Staff spend time with children and talk to them about the risks they face through structured discussions. Children are supported to contribute to safety plans and talk to staff about how they would like to be supported. Suggestions made by the children are implemented by staff.

Behaviour incidents are rare. Positive behaviour is actively encouraged through incentive schemes that allow children to influence decisions. The use of consequences is minimal and proportionate focusing on natural reparation and repair.

When children have raised concerns, these have been followed up by the leaders and managers and responded to in a child focused way. Leaders and managers support staff to reflect on identified practice issues and rebuild relationships with children if these have become strained. Children are given an outcome to their concerns and supported to move forward. This supports children to understand that their concerns are taken seriously.

When children have struggled with their emotional wellbeing, staff respond with kindness and curiosity. Children are supported to talk through their feelings and helped to develop positive coping mechanisms. Leaders and managers work in partnership with mental health practitioners and therapists. Advice given by them is implemented by staff to further support children. As a result of the support offered by staff, children's emotional wellbeing has increased.

Children rarely go missing from the home. On 2 occasions, a child has been missing from home. The procedures for managing this were well co-ordinated and effective. Staff acted promptly and encouraged the child to return. Staff maintain good partnership working with local police to support children's safe return. Children are offered independent return home interviews and opportunities to discuss incidents with staff to inform future practice.

Staff support children to lead a healthy lifestyle and attend regular health appointments. One child had a recent medical procedure. Staff were not administering the child's medication in line with the prescription label or the specialist's advice. Leaders and managers took immediate action when this was identified to gain clarification from health professionals and for the medication label to be corrected. There was no impact on the child.

The effectiveness of leaders and managers: outstanding

The home benefits from a stable, enthusiastic, dedicated and supportive registered manager. She upholds extremely high standards of care and staff development. The

manager leads by example, offering stability and exceptional support to staff. As a result, staff are enthusiastic and practice is consistently child focused. Children's views and progress are central to decision-making.

The team is stable, staff morale is high and there is a clear ambition for progression. The manager regularly holds professional development sessions with each staff member to support them to progress in their roles and develop their understanding about topics that interest them. Supervision sessions take place monthly, and staff have annual appraisals for their work. Supervision sessions focus on staff wellbeing and the needs of the children. These approaches help to ensure staff are well supported in their roles and enthused by their work. This contributes to the staff providing excellent care to children.

The manager has a proactive approach to learning from incidents and significant events. This includes learning from complaints and incidents when staff practice has fallen below what is expected. The manager encourages staff learning and reflection through incident reviews, team discussions, and evaluations. These consistently focus on learning points and practice improvements. This approach supports continuous improvement throughout the home.

Workshops regularly take place to upskill staff. Topics include gender identity, appropriate responses to children and understanding language used by children. These workshops and additional training have helped to develop the staff's understanding and knowledge to enhance the care provided to children.

Monthly consultations take place with the home's allocated psychologist. These offer therapeutic insight into the children's needs, behaviours and suggest ways for the staff to individualise their practice with the children. Suggestions made are expertly implemented into practice. This helps the staff to have the tools and knowledge to provide individualised care.

The manager promotes exceptional effective multi-partnership working and has built positive relationships with professionals and people who are important to the children. These relationships contribute to sustained positive outcomes for children.

Feedback from professionals is overwhelmingly positive. Each described the care being provided to children and communication as 'fantastic.' One professional said, 'They are fantastic advocates, proactive in escalating concerns, and sharing support plans. Overall, I would describe this as an amazing residential placement, they have supported [name of child] with every aspect of their needs including contact and identity. They allow [name of child] to freely express his identity.'

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 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— medicines kept in the home are stored in a secure place so as to prevent any child from having unsupervised access to them; medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child; and a record is kept of the administration of medicine to each child. (Regulation 23 (1) (2)(a)(b)(c))	18 March 2026

Recommendation

- The registered person should ensure that children's homes are nurturing and supportive environments that meet the needs of their children. In particular, children should have adequate storage in their bedrooms, and the garden space should be well maintained. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 2737731

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: Zoe Tompkins

Registered manager: Shajadha Begum

Inspectors

Syvanna Matthew, Social Care Inspector
Amanda Harrison, Social Care Inspector

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