

2742899

Registered provider: BKY Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and is registered to provide care for up to three children with social and emotional difficulties.

The manager registered with Ofsted in May 2025. She is suitably qualified.

At the time of the inspection, three children were living in the home. They were present during the inspection and spoke with the inspector.

Inspection dates: 18 and 19 August 2025

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 7 January 2025

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/01/2025	Full	Requires improvement to be good
17/09/2024	Full	Inadequate
13/03/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children live in a welcoming, homely and well-decorated home. Children's artwork and photos of children, their adventures and achievements are displayed throughout the home. Children's bedrooms are personalised and comfortably furnished. This helps children to settle in the home and develop a sense of self-worth. There is an ongoing development plan in place to maintain the home.

Children are positive about living here. One child told the inspector 'I love it. The best thing is the adults who care for me and the activities.' Staff and children celebrate and cherish their individual and shared successes. These positive relationships and experiences have resulted in children developing a sense of security and belonging.

Children are helped to stay in touch with people who are important to them. Staff support family visits and recognise the importance of these relationships. One parent told the inspector, 'I can't praise them enough. My child has changed so much for the better. They are always there whenever I need help no matter what day or night'.

The manager and staff understand the importance of education. Children have good attendance and are making progress. They work in partnership with schools and the placing authority to find children a suitable provision that reflects their learning needs. They have successfully supported one child to reintegrate into education despite them having a history of poor school attendance. To support with this transition, they have continued to have daily tuition throughout the summer holidays. This has helped this child to maintain a daily routine that supports their academic needs.

Staff want the best for the children who live here. Relationships between adults and children are warm, affectionate, and loving. Their positive relationships are clear to see. Children like spending time with staff and enjoy living here. As children grow in confidence, they access new social circles and enjoy a range of new activities. Children take part in activities with staff that they enjoy. This provides children with the opportunity to gain new experiences and have fun.

Children are supported to develop independence skills at a pace that suits their needs and abilities. Children develop skills, such as being able to budget, travel independently, complete laundry tasks and prepare basic meals. These opportunities enable children to take on appropriate levels of responsibility to develop life skills for the future.

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

Managers and staff are clear about their responsibilities to protect children. Staff understand the child protection policy and know how to report a safeguarding concern. The manager has an effective system in place for recording, reporting and monitoring safeguarding concerns. Liaison with professionals is effective. Information is shared

swiftly with professionals to avoid delay and to ensure that children are protected from harm. The manager takes guidance from these professionals, and they work together to ensure that children are safe. Safeguarding records are comprehensive. They detail the outcome of any concern, as well as further actions that staff need to be aware of.

Children's risk assessments and behaviour support plans are detailed and clear. These plans provide the staff with the information and guidance they need to understand and support the specific vulnerabilities and risks for each child. This awareness is embedded in staffs day-to-day practice, which effectively reduces and minimises the risks for children. Staff are skilled in diversion and de-escalation using the home's therapeutic approach, which demonstrates that the strategies being used to support children are effective. Staff work extensively with children to understand their behaviours, risks and triggers. This has supported the children to become safer.

Staff physically intervene when children become unsettled and show behaviours which place themselves or others at risk of harm. Staff understand the reasons behind behaviour and provide good support to children afterwards. This helps children to move on from the incident. Recording is effective and clear. Follow up discussions take place after incidents to help staff reflect on their practice and explore the triggers for incidents, including how they could respond differently in the future. The manager provides scrutiny of all incidents and measures of control to ensure that their use is fair and proportionate. Good management oversight and prompt action to address issues means that children are treated fairly and stay safe.

When children go missing from care, proactive collaboration with parents, local authorities and police supports children to return home safely. Multi-agency meetings are held when required to support children to keep safe. However, there have been occasions where children have been missing for significant periods of time with limited action taken by staff. For example, staff do not consistently search for children or attempt to contact them when they are missing. Missing-from-care incident records need further improvement to evidence all actions taken. The manager does have oversight of these incidents but has not taken appropriate action to address this practice. As a result there have been repeated incidents.

At the last inspection it was found that staff were using their personal mobile phones to take photos of children during activities and other significant events. Although the manager had previously taken steps to address this practice, these have been ineffective, and it continues to be an area of concern. For example, during this inspection, it was found that a staff member had filmed a child on their personal mobile phone whilst they were on an activity. Children's safety and privacy continues to be compromised as a result. Immediate action was taken by the manager to address this shortfall during the inspection.

The effectiveness of leaders and managers: good

The home is managed by an extremely dedicated, enthusiastic and conscientious manager. She is passionate about the service and advocating for children's views. She

keeps children at the heart of all she does. The manager shows great ambition for the home and where it aims to be. This ethos is shared with the staff and children, resulting in good-quality care.

The manager has established strong connections with partner agencies. Professionals are unanimously positive about the communication with the team and about the care provided for children. One social worker said 'The management and team have been the driving force behind the progress my child has made. The communication is excellent and they are strong advocates for the children in their care'.

Staff are provided with a wide range of training that informs their practice and meets the child's individual and diverse needs. Team meetings and supervision sessions take place monthly and are used as a place for reflection and learning. Important issues are tracked and discussed, and children are at the centre of all practice.

Staff morale is good. Staff speak positively about working at the home. The manager is well regarded, and she is nurturing towards the team. This means that staff work in an environment where they feel well supported. There is effective support and challenge, and the manager ensures that all actions are reviewed. This means that poor practice is addressed effectively, and that good practice is promoted.

The manager maintains constant oversight of the home, using a wide range of review and monitoring systems. These systems provide a clear understanding of the strengths and weaknesses of the home and have supported leaders to develop in their roles. There have been missed opportunities where the manager has reviewed some missing from home incidents and shortfalls in staff practice have not been recognised. This means that the manager has not addressed the issues to rectify this practice. As a result, these shortfalls in staff practice have been repeated.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(b)) Specifically, the registered person must ensure that staff follow the missing from home protocol consistently.	21 December 2025
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) In particular, the registered person must ensure they have effective oversight of incidents and take appropriate action to address any practice concerns.	21 December 2025
The registered person must ensure that— the privacy of children is appropriately protected. (Regulation 21 (a))	21 December 2025

In particular, the registered person must ensure that all photographs of children are handled in line with their policy. Staff must not have photographs or videos of children on their personal mobile phones.	
--	--

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: 2742899

Provision sub-type: Children's home

Registered provider: BKY Care Limited

Registered provider address: Suite 2, Sovereign House, 22 Gate Lane, Sutton Coldfield B73 5TT

Responsible individual: John Baker

Registered manager: Rebecca Linden

Inspector

Marianne Grandfield, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025