

2743656

Registered provider: Keys Child Care Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home was registered with Ofsted in November 2023 to care for up to two children with social and emotional difficulties on a short-term basis. At the time of the inspection, one child was living in the home and they were spoken to as part of the inspection.

There is a suitably qualified and experienced manager.

Inspection date: 18 March 2025

Date of last inspection: 8 May 2024

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At these inspections, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Leaders and managers have worked to address the shortfalls identified at the previous inspection. The child said that they enjoy living at the home and feel safe and happy.

At the time of the previous inspection, two children were living in the home. Both children have since moved out. Another child moved into the home but has also moved out.

Before the children moved in, their needs were considered alongside the skills and experience of the staff team. Leaders and managers have reflected on learning from past placements when making decisions about children moving into the home.

Children's support plans are of good quality and contain clear and up-to-date guidance for staff on how best to support children. Records are written using child-focused language and there is effective management oversight.

When children move on from the home, managers and staff attempt to give them a positive ending to their time here. However, due to the short notice of one child's move, a well-planned ending was not possible. Staff maintain positive relationships and keep in touch with children after they have moved on from the home.

Safeguarding concerns are responded to robustly with clear direction from knowledgeable managers. Staff continue to support children after incidents have occurred by sensitively talking about a variety of different issues. However, more could be done to challenge the wider network when there are gaps in services or delays.

When children have gone missing from home, staff have responded appropriately by following them and reporting them missing. Management oversight following incidents is thorough and there is focus on reflection on staff practice. Children are welcomed back by nurturing staff, who have follow up conversations with the children about their feelings and emotions.

Staff respond calmly to children's distress and use a variety of de-escalation techniques to support children's feelings and emotions. There is clear and timely management oversight of incidents.

Staff are committed to their roles and feel well supported by visible and approachable managers. Team meetings and supervisions take place regularly. Leaders and managers use these opportunities to monitor staff welfare, share updates and information with staff and reflect on practice.

Since the previous inspection, systems for understanding and meeting complex safeguarding needs have been reviewed and strengthened.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/05/2024	Full	Requires improvement to be good

Children's home details

Unique reference number: 2743656

Provision sub-type: Children's home

Registered provider: Keys Child Care Limited

Registered provider address: Keys Care Ltd, Maybrook House, Third Floor,
Queensway, Halesowen B63 4AH

Responsible individual: Guy Mammatt

Registered manager: Jamie Bygrave

Inspector

Stacey Pellow, Social Care Inspector

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