

# 2791062

Registered provider: Kezi & Clay Healthcare 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 company. It offers care for up to three children who experience social and emotional difficulties.

The manager has been registered with Ofsted since June 2024.

### Inspection dates: 1 and 2 July 2025

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| 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:** 29 October 2024

**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            |
|-----------------|-----------------|---------------------------------|
| 29/10/2024      | Full            | Requires improvement to be good |
| 23/07/2024      | Full            | Requires improvement to be good |

## **Inspection judgements**

### **Overall experiences and progress of children and young people: good**

At the time of the inspection, two children were living in the home and contributed to the inspection.

Children make good progress when measured against their starting points. Staff provide consistent, individualised care to children that is demonstrated in their thorough knowledge of children's individual needs. Children benefit from positive, trusting relationships with staff, allowing children to feel safe, valued and confident to express their wishes and feelings. When speaking about the trust that one child had developed with staff, one professional said, 'there isn't enough money in the world that could buy that'.

Staff support and promote children's engagement in education and support children to successfully re-engage in learning after a period of not engaging. Where children are not in formal education, staff ensure that they benefit from structured, purposeful routines, which promote learning and daily stability. This support is effective in building children's confidence and preparing them for future educational opportunities.

Staff hold positive, reflective discussions with children, helping them to understand their identified needs. These conversations support children to understand their behaviours, make informed choices, and develop strategies to keep themselves safe.

Staff encourage children to engage in a variety of activities, providing them with meaningful and enjoyable experiences. These opportunities contribute to children's sense of belonging and promote their social and emotional development.

Staff support children to maintain communication with their families. Where safe and appropriate to do so, staff welcome families to visit the children and supervise family time, contributing to sustaining important relationships.

Transitions into and out of the home are managed well. Planning is thoughtful and child-centred, with staff offering support to children during times of change. In challenging circumstances, staff help children to move on from the home positively.

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

Children's risk assessments and support plans are clear, detailed and regularly reviewed. These plans are tailored to reflect each child's individual needs and associated risks, enabling staff to respond to any concerns.

Staff understand safeguarding procedures and the specific risks facing the children in their care. Staff implement these procedures effectively, ensuring that children are kept

safe. As a result, children's risks have significantly decreased. Notably, children are less involved in anti-social behaviour or subject to criminal exploitation.

Incidents involving unsafe or unwanted behaviour have also reduced considerably. The trusting relationships that children have developed with staff and each other have contributed to a calmer home environment

Children understand how to make a complaint. They report feeling confident to do so, knowing that their concerns will be listened to and taken seriously. Complaints are addressed promptly, and children are actively involved in the process. Outcomes are positive and contribute to children's confidence and sense of agency.

Staff are confident in using the whistle-blowing procedure. They have a clear awareness of the importance of raising concerns and are supported by the home's culture, which promotes transparency and accountability.

Allegations are managed in line with statutory guidance and the provider's policies. Leaders and managers ensure that all procedures are followed in a timely and thorough manner. The manager has developed good working relationships with safeguarding partners, which support effective joint working and contribute to the safeguarding of both children and staff.

The manager has considered the suitability of children moving into the home and living with one another through good assessment processes. The manager's assessment has informed well-considered support plans to help both children to live alongside one another positively and safely.

### **The effectiveness of leaders and managers: good**

The manager demonstrates a thorough knowledge of both the children and staff. The manager understands the team's strengths and areas for development and has considered how these will be supported. Staff report feeling well supported by the manager and by one another, sharing that they have an enjoyable working environment.

Team meetings take place regularly and are valued by staff as a space for professional reflection and shared learning. These sessions help to strengthen staff practice and contribute to a consistent approach in supporting children. Supervisions are also held regularly, providing staff with opportunities to reflect on their performance and explore areas for development.

In response to high staff turnover, the manager has conducted a learning audit, which has led to improvements in this area. The audit findings have supported more stable staffing and informed recruitment and retention strategies. The manager has also introduced new auditing processes to improve monitoring and accountability, focusing on both children's progress and staff development.

Leaders and managers have made notable improvements to the home environment. The home is now more homely and child friendly, reflecting that this is the children's home.

The recent transition to electronic recording systems has, at times, resulted in inconsistencies in the recorded management oversight of incidents. While managers have taken appropriate action in practice, this has not always been fully reflected in the written records. Leaders acknowledge this and are working to embed the new system to ensure that oversight and evaluation are consistently and clearly documented.

The provider's model of care is being embedded in staff's practice. Leaders are aware of this and continue to provide training and guidance to ensure its long-term implementation.

Leaders and managers reflect on practice and demonstrate a commitment to continuous improvement. They are responsive to learning and use it to improve practice and enhance the quality of care for children.

The requirements and recommendation set at the previous inspection have been met.

## **What does the children's home need to do to improve?**

### **Recommendations**

- The registered person should actively seek independent scrutiny of the home and make best use of information from independent and internal monitoring to ensure continuous improvement. They should be skilled in anticipating difficulties and reviewing incidents. This particularly relates to ensuring that management oversight is consistent in evaluating incidents and evidenced within recording systems. ('Guide to the children's Homes Regulations, including the quality standards' page 55, paragraph 10.24)

### **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:** 2791062

**Provision sub-type:** Children's home

**Registered provider:** Kezi & Clay Healthcare Limited

**Registered provider address:** Suite 2B, Randall Business Centre, Randall Park Way,  
Nottinghamshire DN22 7WF

**Responsible individual:**

**Registered manager:** Holly Kirby

## Inspector

Chloe Harvey, Social Care Inspector

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