

SC005204

Registered provider: Keys Child Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is a privately owned and registered to provide care for up to six children who may be experiencing social and/or emotional issues.

The registered manager has been in post since July 2023.

At the time of inspection there were six children living in the home.

Inspection dates: 6 and 7 March 2024

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 22 March 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/03/2023	Full	Outstanding
25/01/2022	Full	Good
11/02/2020	Full	Outstanding
10/05/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children live in a joyful home, full of fun and love. Humour and laughter are a standard part of everyday life. Even in difficult situations staff find a way to ease the tension and make children laugh. Children are happy here and see this as their home.

Children know that staff love and care for them. When children come home from school, they can't wait to greet staff and show off their daily achievements. Staff meet them with an abundance of affection and praise. One child said, 'I tell them [staff] I love them because that's what families do.'

Children trust staff to act in their best interests in every situation. Staff have an approach of unconditional nurture. This helps children who have experienced insecure attachments and complex trauma to build confidence in the adults around them. One social worker said, 'That relationship [with his keyworker] and the security it gives him [the child] has been the making of the changes for him.'

Staff will always go the 'extra mile' to help children access education. Staff work hard to ensure that children who have been out of education are found a school place quickly. When children are going back to school after a gap in their education, staff find creative and thoughtful ways to support them. One child was attending a school which hasn't been the best fit for them, staff recognised this straight away and advocated tirelessly for a change. This child is now flourishing in their new school. Children are enjoying school and consistently exceeding their education targets.

Staff work seamlessly with education providers to help children experience consistent, holistic care. Staff share useful, therapeutic approaches with school colleagues. Staff are also always available to support children if they become distressed in school. Staff regularly read with children at home, support them with their homework and provide other fun opportunities for learning. One headteacher said, 'Nothing is too much trouble for staff ... you can't really ask for more, it's like dealing with the world's best parents.'

Feedback from all professionals is consistently glowing. One social worker said, 'the care here is faultless.' Another social worker said, 'They [the staff] have changed this little boy's life around.' Children are making exceptional progress in all aspects of their life because of the well-co-ordinated care they are receiving.

Staff confidently use a therapeutic, research-based model of care. Regular valuable input from a clinical team provides staff with the psychological guidance they need to provide daily therapeutic parenting. A clinical consultant said, 'It comes so naturally to them [staff] to work in this way. Some people would complete a

counselling course and not have these skills. It's a privilege to watch them go off on their journey of exploration.'

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

Highly detailed individual risk assessments provide staff with an excellent guide. These documents make sure that staff always have the necessary information to keep children safe. In particular, an assessment about the ligature risk for one child is particularly impressive. Any adult could read this document, understand the child's needs, what they have been through and how exactly to keep them safe, as no detail has been overlooked. This is a plan which is worthy of being disseminated as best practice to other homes.

Staff are confident in their safeguarding duties and effectively manage any challenging situations as they arise. Staff embed the advice and guidance of the clinical team into their work and strive to help children become safer and feel safer. As a result, safeguarding incidents and risks for all children have significantly reduced. The therapeutic work completed with the children to reduce their risks is nothing short of extraordinary.

Staff have had to hold children to keep them safe. This has only ever been used as a last resort in situations when children are at a high level of risk. Staff understand the potential impact this intervention could have on children's wellbeing if used incorrectly. Staff try all other options to avoid holding children. After an incident, an extremely detailed record is produced which effectively keeps staff accountable. Some debriefs with staff and children have been completed outside of the regulatory timescales. The manager has recognised this error and devised a plan to address it. Children's welfare is central to staff practice before, during and after any incident.

There has been one allegation made by a child against a member of staff. The manager treated this seriously and completed a thorough investigation, sharing information with all relevant professionals. The manager also took appropriate steps during the investigation to protect both the child and the member of staff. Although the child said they didn't want to make a complaint, the manager also followed the home's complaints process to ensure that the child received a written explanation of the outcome of the investigation. Children are always listened to and feel valued.

Staff regularly have well planned, helpful conversations with children around a range of important topics. These open and honest discussions help children to build positive relationships with staff. In addition, staff support children to develop their own understanding of their experiences, risks and social issues. Through this approach, one child has been helped to gain a mature insight into their previous problems in peer relationships. As a result, the child now has a positive friendship group and has been able to enjoy their first birthday party.

The effectiveness of leaders and managers: outstanding

The enthusiasm and dedication of the manager for improving the lives of the children in her care is infectious. Her vision is for this home to provide children with a stable, loving place from which they can enjoy the same wonderful experiences their peers have. Her leadership has shaped a team who share this passion for enhancing the lives of the children who live here.

The manager has successfully created a culture of fun, celebration and praise. The manager knows the children inside out and cares deeply about their lives. She has high expectations of her team to follow her lead in changing and improving the lives of the children they are responsible for.

The manager is enthusiastic about constantly improving the care children receive. She has encouraged a positive environment in which innovative ideas are embraced. Using the skills of her staff, other professionals and the children themselves she has successfully generated creative ideas to sustain the highest quality care for children.

Children receive care from a stable staff team. The team are happy to come to work and don't see this as a 'job.' Staff members trust each other and work well together, even in challenging situations.

The manager has built the highest quality working relationships with professionals. Teachers and social workers look to her to guide their care planning and support for children. All other professionals trust that she will always have the best interests of the children at heart and diligently advocate for their needs.

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

Statutory requirement

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 prepare and implement a policy ("the behaviour management policy") which sets out— within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (1)(3)(b)(i)(ii)(c))	15 May 2024

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: SC005204

Provision sub-type: Children's home

Registered provider: Keys Child Care Ltd

Registered provider address: Maybrook House, Second Floor, Queensway,
Halesowen B63 4AH

Responsible individual: Thomas Cappleman

Registered manager: Rachel Lord

Inspector

Nicola Shaw, Social Care Regulatory Inspector

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