

SC005204

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 and managed by a private provider. It provides care for up to 6 children who may experience social and emotional difficulties.

The home and manager registered with Ofsted in July 2023.

At the time of this inspection, 5 children were living at the home.

Inspection dates: 11 and 12 February 2026

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: 5 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/03/2025	Full	Good
06/03/2024	Full	Outstanding
22/03/2023	Full	Outstanding
25/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

It is evident how much the staff team cares for the children. Staff speak openly about the love that they have for the children in their care. They speak passionately about their desire to ensure that children have the best childhoods, filled with personalised memories and family traditions.

There is a significant focus on improving children's emotional wellbeing through a bespoke offer of therapeutic care. Children feel the benefit of this care through improvements in their ability to manage their emotions and recognise their self-worth. One child reflected about the progress they have made since moving into the home. The child now describes himself as a 'world class rugby player'. The significance of this statement is that the child now recognises his ability and has belief in himself.

The staff team builds positive relationships with the important people in children's lives. They find solutions to any barriers to children spending quality time with their loved ones. As a result, children build good support networks and have a sense of identity linked to their place of birth.

Despite one child needing to move from the home suddenly, the staff team ensured that the transition was managed with care and sensitivity. Staff gave significant thought and reflection to how best to support the child through this major change in their life. They have also continued to maintain a meaningful relationship with the child, helping them to feel reassured that they have formed lifelong, trusting connections.

Staff focus on supporting children to thrive educationally. However, a resource issue negatively impacted on one child's education. Although the manager attempted to resolve the issue through escalation to external agencies, the issue could have been resolved internally. It is vital that any barriers to children's education are removed in a timely manner.

Not all children are aware of who they can speak to outside of the home when they have any concerns. It is important that children know about external organisations and individuals they can contact if they wish to raise a concern. This will ensure that children are supported to have an independent voice and provide them with additional safeguards.

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

Staff understand the risks that children face in their lives and act swiftly when they need to safeguard them. Following a significant safeguarding incident, staff ensured that robust safety plans were implemented to ensure that all children were safe. They also ensured that safety plans were sensitive to children's individual needs.

There is a strong multi-agency approach to safeguarding children. Staff work well with key partner agencies to ensure that safeguarding procedures are followed. This ensures multi-agency oversight of safeguarding concerns and incidents to ensure children's safety.

Children are supported well when they raise any concerns. Staff listen to them carefully and take appropriate action to keep them safe. This helps children to feel confident and secure in sharing any worries they may have.

Children are well supported to reduce risks in their lives. Staff support them to understand their emotions and develop healthy coping strategies. As a result, there has been a noticeable reduction in the number and severity of incidents.

The effectiveness of leaders and managers: good

The manager has created a culture of compassion, love and care. Staff report that they feel supported by the management team, which provides an empathetic, non-judgemental and safe space that allows them to reflect.

Staff are supported with opportunities to learn, develop and grow. The team engages in training that is tailored to the specific needs of the children it cares for. This enables the team to individualise children's care and ensures that it is well equipped to meet each child's needs.

The staff team has a good understanding of children's individual needs, which stems from the effective systems implemented by the management team. However, some children's records do not reflect an up-to-date picture of events. It is essential that children's records provide an accurate and current account, as these contribute significantly to their life story.

Managers and staff have strong working relationships with external professionals involved in the children's lives. One professional reported that the team consistently places the child at the centre of everything that it does. The team confidently challenges external professionals and partner agencies when children are not receiving the service or support they need. This constructive challenge ensures that children have adults in their lives who advocate for them and champion their best interests.

A requirement was raised at the last inspection in relation to supporting a child to learn more about their culture, religion and heritage. Positively, the child is now speaking more about their identity. However, there has not been any structured learning to support the child to further understand their heritage, culture and religion, despite the child requesting this.

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

Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
The quality and purpose of care standard is that children receive care from staff who— provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1) (2)(iv)) This is a repeat requirement. Specifically, the registered person must ensure that children have the opportunity to learn more about their culture, religion and heritage.	12 March 2026
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to attend education or training in accordance with the expectations in the child's relevant plans. (Regulation 8 (1) (2)(a)(x)) Specifically, the registered person must ensure that internal resource issues are resolved to avoid a negative impact on children's educational progress.	12 March 2026

Recommendations

- The registered person should ensure that the team regularly reminds children of their right to access an independent advocate. ('Guide to the Children's Homes Regulations, including the quality standards', page 23, paragraph 4.17)
- The registered person should record information about individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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 Limited

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

Responsible individual: Thomas Cappleman

Registered manager: Rachel Lord

Inspector

Carly Quinn, Social Care Inspector

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