

# SC005204

Registered provider: Keys Child Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This is a privately owned home. It is registered to provide care for up to six children with social and/or emotional difficulties.

The registered manager's post has been vacant since June 2022.

### Inspection dates: 22 and 23 March 2023

**Overall experiences and progress of children and young people, taking into account** **outstanding**

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

The effectiveness of leaders and managers **good**

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:** 25 January 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 25/01/2022      | Full            | Good                 |
| 11/02/2020      | Full            | Outstanding          |
| 10/05/2018      | Full            | Good                 |
| 07/06/2017      | Full            | Good                 |

## Inspection judgements

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

At the time of the inspection, six children were living at the home. The progress that children make is nothing short of exceptional. Children have moved to the home with risks that required constant adult supervision. However, children settled quickly at the home due to the high quality of care provided. This means that children's lives progress without delay from a state of crisis to that of stability, routine and safety.

Children have highly individualised care plans that focus on supporting them to overcome past trauma. These plans are informed by the organisation's specialist support team that consists of a therapist. This input and specialist training for staff ensure that the children receive therapeutically informed, parent-like care.

There is a well-rooted culture within the staffing team to practice in a warm, nurturing and caring way. The practice observed throughout the inspection was impressive. Children were seen to return home, enthused to see staff and excited to discuss aspects of their day. Children have a strong sense of belonging and are happy in their home.

Education professionals are all extremely positive about how staff support children in engaging with and maintaining their place within education. In relation to this, one deputy headteacher said, 'The home is the closest I have seen to a home that really acts like a parent with love and care, but with clear boundaries. The child knows very clearly that home and school are always communicating.'

Professionals are overwhelmingly positive about the care children receive and the progress they make. One social worker said that after a short period of living in the home, their child has made progress with their personal hygiene, weight and significant improvements in their speech and language abilities. Consequently, this child can communicate his wishes and feelings with staff.

Extremely detailed transition plans help children understand their journey to move on from the home. Detailed, bespoke planning has successfully supported one child to return home to their family. In relation to the help and support from the staff, one parent said, 'Without the support of staff and their intervention, we would not be where we are today.'

There is careful consideration and thoughtful planning put into children's permanence plans. Staff support children to have the necessary skills and knowledge to prepare for independence. Consequently, children can cook a range of food, manage their money and travel independently.

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

Children are safe in this home and report feeling safe and secure. They have numerous members of staff they can speak to about any worries. All children living in the home have experienced reductions in the risks posed to them compared to their starting points. For some children, the reductions have been significant.

Before children move to the home, the manager undertakes an impact risk assessment. These assessments are extremely detailed and carefully consider risks to all children at the home. This means that when children move in, staff understand their needs and risks and how to appropriately respond to them. Consequently, children settle quickly into the home, even when they have arrived in crisis.

Personalised risk management plans tell staff exactly what to do when children are in crisis. Staff understand these plans and respond consistently to children. This approach to care has directly resulted in a significant decrease in the number of physical interventions. This means that children's experiences within the home are increasingly positive.

Bespoke staff training is regularly implemented for staff to help them respond to the individualised needs of each child. Staff are supported by the organisation's psychologist to understand the cause of children's behaviours. This means that staff respond to children in a therapeutically informed way.

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

The registered manager's post has been vacant for some time. However, the responsible individual has overseen the home and the development of the deputy manager. The deputy manager is in the process of registering with Ofsted.

The manager oversees effective leadership of the home and has embedded an ethos and culture of high aspirations and positivity. This is well received among the staff team, which is equally as motivated to achieve the best outcomes for all the children in their care.

Staff are extremely positive about the management of the home. One staff member informed the inspector that they solely moved to work in this home due to how well it is managed. The staff member said, 'After coming to this home for just one visit, I knew I wanted to work here. The staff, manager and children are just one big, positive family, and I want to be a part of this practice.'

The manager is well thought of by external professionals. In relation to the management of the home, one professional said, '[name of child] has great relationships with all the staff, and it is my feeling that this is something driven by the management of the home.'

The manager is supported by the responsible individual in monitoring the quality of work undertaken at the home. However, the language used in one of the documents for children's meetings is dated and not inclusive. A recommendation is made in relation to the language used in children's records.

The manager has met all of the requirements and recommendations made at the last inspection. In addition, the manager and responsible individual have a detailed development plan. This involves significant changes to the home and garden to improve the lived experiences of the children within the home.

## 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, 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      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <p>The registered provider must appoint a person to manage the children's home if—</p> <p>there is no registered manager in respect of the home; and</p> <p>the registered provider—</p> <p>is an organisation or a partnership.<br/>(Regulation 27 (1)(a)(b)(i))</p> <p>Specifically, the manager must register with Ofsted without delay.</p> | 27 April 2023 |

### Recommendation

- The registered person should ensure that staff are familiar with the home's policies on record keeping and understand the importance of careful, objective and clear recording. 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, Second Floor, Queensway,  
Halesowen B63 4AH

**Responsible individual:** Thomas Cappleman

**Registered manager:** Post vacant

## Inspector

Rob Neild, Social Care Inspector

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