

SC008490

Registered provider: Keys Stepping Stones 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. The home provides care for four children who may have social or emotional difficulties.

At the time of the inspection, the home was caring for four children. Inspectors spoke with those four children, who were present during the inspection.

The manager registered with Ofsted in June 23.

Inspection dates: 17 and 18 December 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 19 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/03/2025	Full	Good
21/11/2023	Full	Good
10/08/2022	Full	Good
02/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have positive relationships with staff. Staff advocate for children and are creative in the way they obtain their wishes and feelings. This supports children to have a sense of belonging and stability. One child reported that the staff and leaders of the home are 'like a family to me'.

Children are making good progress in all areas of their care. Internal plans detail children's specific needs and are regularly reviewed by staff and managers. Staff ensure that children contribute to their own care and plans are written in the child's voice. Staff collaborate with professionals and children to align support with children's care plans.

Managers and staff have good relationships with professionals, who report positively about the care provided to children. One professional commented that staff are attuned to the child's needs and they have made significant progress since living in the home.

Staff support children's independence skills. Staff engage children in a wide range of skills and activities and treat children with dignity and respect. Children are supported to be self-independent in their routines, take part in household chores and learn general life skills.

Children are engaging positively with education. Staff have good knowledge of the educational attainment for each child and know children's future aspirations well. Each child's achievements are well captured and celebrated. When there have been any concerns identified, staff work effectively with the education provider to quickly resolve any issues.

Staff promote positive relationships for children so they can spend time with their family. Family members are positive about the care provided to children at the home, with one parent reporting her child to be 'thriving'. Staff support children to have meaningful and positive relationships with their peers, and children have developed friendships outside of the home.

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

Staff respond well to any emerging and known risks, they follow policies and procedures to ensure children are safeguarded. Individual risk assessments are in place for each child and specific to their individual needs and behaviours. Children are supported in understanding their behaviours and any risks through direct work. Risk assessments are detailed, regularly reviewed and evaluated by staff and managers. Staff and managers understand children's individual risks and behaviours well, which supports children to feel safe.

When a child has been held physically, this has only been done to keep children or others safe, and the holds are proportionate to risk. A record is in place for each

incident and debriefs take place with children and are shared with professionals. This has supported the reduction of physical restraint in the home. The manager has effective processes in place to monitor any restraint in the home.

Staff are proactive in response to self-harm incidents. Staff collaborate with professionals to reduce risks and inform risk management plans. Staff complete direct work with children in different areas, such as self-esteem, which has increased self-confidence. Additionally, professionals report positively about progress made in this area.

There have been no safeguarding concerns or allegations since the last inspection. Staff are trained in safeguarding and understand the correct policies and procedures to follow should any concerns arise.

The effectiveness of leaders and managers: outstanding

The home has an experienced manager, who is resolute and inspirational. She shares an ambitious vision for children and what they can achieve. The manager has effective systems in place, which provide good oversight of the home. She knows the home's strengths and has clear oversight of any shortfalls should they arise. The manager has a vision for the home with consideration for children, who may be ready to leave the home as part of their transition to adulthood.

The manager has created a stable and consistent staff team. Staff have clear roles and responsibilities, they work well as a team and are supportive of each other. Staff report the home to be a family environment with each member of staff committed to their roles. Most staff have been employed at the home for a long time.

Staff receive regular supervision that is practice focused and reflective. Supervisions are focused on children's individual needs and behaviours and are a support tool for staff development. Each session provides an opportunity for reflection, with the use of specific reflection models attuned to each member of staff. The manager has high expectations of staff and uses the probation period to ensure that staff meet the standards expected. Staff foster a positive culture of learning and report that the manager leads by example, always showing professionalism.

Staff are suitably trained and qualified, aligned to meet children's individual needs and any known risks. The manager supports staff to develop and develops training plans, which supports children's progress.

Team meetings are held regularly and are well attended by staff, who understand their value. Team meetings are an opportunity to discuss each child, their progress and any challenges in practice. In addition, team meetings include guest speakers to share with staff knowledge and strategies, such as neurodiversity and sensory overload. This supports staff to consider other methods of intervention specific to children's needs.

No recommendations or requirements were raised at this inspection.

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: SC008490

Provision sub-type: Children's home

Registered provider: Keys Stepping Stones Limited

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

Responsible individual: Thomas Cappleman

Registered manager: Megan Wells

Inspectors

Vicky Byron, Social Care Inspector
Katie Tomlinson, Social Care Inspector

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