

SC009651

Registered provider: Keys Child Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately run. It provides care for up to four children who may experience social and/or emotional difficulties.

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

The manager registered in April 2020. He holds a level 5 diploma in leadership and management.

Inspection dates: 13 and 14 March 2025

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: 14 November 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/11/2023	Full	Outstanding
29/11/2022	Full	Outstanding
28/04/2021	Full	Outstanding
10/12/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are happy and settled living in the home. They make exceptional progress because of the high standard of warm, nurturing and supportive care they receive from staff who have high aspirations for them. This helps children to feel that staff care about their safety and well-being, which provides them with a sense of security and stability.

Children's development is comprehensively monitored and systematically reviewed to ensure that there is a holistic understanding of their progress. The manager has implemented a robust set of monitoring tools designed to track individual growth and assess achievements. This helps staff to set meaningful individual targets. These tools provide valuable insights that enable informed decision-making, allowing staff to identify specific areas where children require the most support. Through this tailored approach, care can be precisely adjusted to meet each child's unique needs, supporting their development and well-being.

Children live in a homely and loving environment. The home adorned with photos of the children, staff and cherished moments. This helps the children to develop a strong sense of belonging in the home.

Children experience exceptionally well-planned moves into and out of the home. They are encouraged to stay in touch with staff and other children when they move on from the home.

The relationships between staff and children are at the heart of the care that children receive. Staff understand the importance of building strong relationships to help children feel safe. Staff encourage children to openly express their feelings. One member of staff has written a series of books to help the children understand what living in a children's home is like. This helps them to process difficult emotions and develop better coping strategies, which improves their resilience.

Children are routinely consulted by managers and staff. The manager and staff place children's wishes and feelings at the centre of their decision-making. This ensures that children feel listened to and are fully involved in decisions about their lives.

All children are in full-time education and have excellent attendance at school. Education is highly valued in the home, and staff understand the importance of learning. One child is attending a local mainstream school because the manager tenaciously advocated for them. Children are being helped to succeed and are meeting their educational goals.

Children with complex emotional needs who have experienced extreme trauma make remarkable progress from their starting points. A social worker said, '[Name of child] has made progress beyond expectations and does things we did not think were possible.'

Staff are highly creative when deciding how to capture the children's memories. Each child has a memory book and memorabilia they are incredibly proud of and happy to show off. This provides each child with an abundance of memories to take with them when they move on from the home.

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

Safeguarding arrangements are effective and keep children protected from harm. Staff are highly motivated, and they work hard with children to help them understand their vulnerabilities and risk-taking behaviours. Children living at this home say they feel safe. This is because they have a strong sense of stability and have excellent relationships with staff. The relationships they enjoy with staff are consistent and based on mutual trust.

Staff are trained to use physical intervention. This is only used as a last resort to prevent children from hurting themselves or others. Staff also reflect on alternative ways to help children manage their emotions. This enables staff and children to think about ways to prevent such events from happening again.

Incidents are rare in this home. However, since the last inspection, one significant incident did occur. Staff responded with exceptional skill and professionalism, ensuring that the child's emotional well-being remained the priority. Their calm, empathetic and non-judgemental approach helped to de-escalate the situation effectively, providing the child with continued reassurance and stability. As a result, the child said they felt supported, rather than judged. The strong, trusting relationships between staff and the child remained intact. This exemplary handling of the situation demonstrates the staff's dedication to maintaining a culture of care, understanding and emotional resilience in the home.

Staff understand the children's known associated risks. Risk assessments and plans are detailed. The registered manager spends time with the children reviewing their care plans and risk assessments. These opportunities provide children and staff with a chance to reflect on their progress and associated risks. This child-centred approach ensures that suitable plans are in place to keep children safe.

Managers are committed to ensuring that children feel heard, valued and supported. When a child made an allegation, swift and decisive action was taken to acknowledge their concerns. The child's thoughts and feelings were carefully considered, and appropriate measures were implemented to address the situation effectively. The manager provided a timely and thoughtful response, reinforcing the child's trust and confidence in the care that they receive. This proactive and compassionate approach fosters a safe and supportive environment where children are empowered to express themselves without fear.

The effectiveness of leaders and managers: outstanding

The manager is experienced and suitably qualified. He is ambitious and has a clear vision for the development of the home and staff team. The manager is aspirational in his approach, which means that staff have a willingness to embrace the ethos of the home.

The manager is ambitious and consistently demonstrates his passion for improving the lives of children. He is confident in his abilities and in those of his staff team. Staff receive regular supervision that is reflective and focused on developing practice and discussing the children's plans. The organisation's therapeutic services provide support to staff so they can reflect on their practice when necessary. Team meetings provide the opportunity for staff to reflect on research-based practice that is relevant to helping them to meet the children's individual needs.

The manager has built positive relationships with others who are involved in the child's care. The manager and staff team are committed to a multi-agency approach to ensure that the children are receiving the right support. This strong partnership working ensures that children have access to local services tailored to meet their individual needs. When children have additional learning needs, the manager ensures that the assessment of the child's requirements informs the care that they will receive.

All staff are extremely positive regarding the support they receive from the registered manager. Staff said, 'The manager is the best manager.' Another staff member said, 'I am confident and know that I can reach out for support whenever I need it.' Staff morale is exceptionally high in this home.

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: SC009651

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:

Registered manager: Wayne Ralphs

Inspector

Sally Mitchell, Social Care Inspector

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