

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 owned and managed by a private organisation. It provides care for up to four children who experience attachment difficulties and/or social and emotional difficulties. Children are under 11 years old on admission.

The manager registered with Ofsted in April 2020.

Inspection dates: 14 and 15 November 2023

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: 29 November 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/11/2022	Full	Outstanding
28/04/2021	Full	Outstanding
10/12/2019	Full	Outstanding
28/01/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

At the time of this inspection, four children were living in the home. All of the children have lived here for over a year. This feels very much like a family home. Children interact with each other and staff in a very relaxed way. These relationships are characterised by being kind, thoughtful and having fun. The strength of these relationships provides children with a secure base. This enables children to make excellent and sustained progress in important areas of their lives.

The provider has developed a service for children which includes care, therapy and education. Consequently, children, without exception, have all made significant progress from their starting points.

Staff invest in children to build strong and trusting relationships. As a result, children are provided with the support and guidance to manage their feelings. High levels of therapeutic support enable children to overcome their past difficulties. This promotes the development of a positive self-view and increases emotional resilience.

Children attend school and meet their targets. Staff are aware of children's attainment and support them in educational activities in the home. Children have made measurable progress since arriving at the home. Some are at the point where they can progress to the next stage of their academic career.

Staff provide children with excellent opportunities to engage in new activities and experiences. Staff are proactive in identifying activities that meet children's individual therapeutic needs. One child recently attended scout camp, which was a big achievement for them.

Children are supported to spend time with their families, in line with their plans. Staff ensure that children maintain their relationships with family members when they are living a distance from their local community. Staff recognise when arrangements are not in children's best interests and impact on their emotional well-being. In these cases, staff take appropriate action.

Staff enable children to have extensive opportunities to share their views, wishes and feelings. They work creatively with children to gather their views on a range of subjects. From their starting points, children excel in their development. As a result, children have improved life chances. The staff's commitment to promoting the children's voice is excellent.

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

Staff have a thorough understanding of each child's behaviour and the associated risks. The children's behavioural plans and risk assessments are comprehensive. The

oversight of managers ensures that staff always have up-to-date guidance. This ensures that staff have the necessary information to keep children safe.

Research-based practice means that staff are well informed. This provides them with the skills and knowledge to keep children safe. The home uses a model of practice which incorporates a therapeutic base. Staff have embraced this model. This means that practice is stable and consistent, which makes the children feel safer.

Staff know the children extremely well. As a result, children enjoy positive relationships with the staff who care for them. As a result of these close relationships, staff understand children's behaviours. They are alert to the triggers which lead to children's negative behaviours. Staff use their knowledge to de-escalate and avoid incidents. As a result of this excellent practice, unwanted behaviours displayed by children have reduced.

Staff support children to take safe and appropriate risks. This helps children to develop their social and independence skills. This leads to improved life skills. For example, one older child is now confident in the local community. This has meant that they can organise their own social life. This is significant progress given their starting points.

All planning for the children is age and ability appropriate. Bespoke plans and risk assessments take into account the differences between the children. This means that children receive personalised care which considers their changing needs.

Staff receive excellent training. This means that staff can meet the complex needs of individual children. Staff engage in group meetings and individual consultations with the home psychologist. This expertise equips staff with a well-rounded and detailed understanding of care delivery.

The effectiveness of leaders and managers: outstanding

A skilled, experienced and qualified manager leads this home. A knowledgeable and committed deputy manager supports the management of the home. Both managers are tenacious about creating opportunities that promote children's progress. They are an effective management team. They inspire staff to strive to provide the best care to children.

Managers have a detailed knowledge of the strengths of the home and the areas for development. Excellent monitoring systems enable oversight of the quality of care provided to children. This ensures that children receive care that enables them to flourish.

The manager ensures that records reflect excellent care practices. He reviews care plans and risk assessments. This ensures that up-to-date information provides clarity to staff. This means that children experience consistent responses from the adults who care for them.

The skilled, stable and committed staff know the children well. Staff enjoy their work and feel valued and supported by managers. One member of staff said they feel 'lucky' to work at the home. The staff and managers work as a cohesive and effective team. Staff morale is positive. This contributes to children's consistent, positive and child-centred care.

Partnership working with external agencies is a strength of the staff. Staff and social workers collaborate and communicate effectively. Professionals speak highly of the care that children receive and the positive effect this has on children's lives. One social worker detailed the exceptional progress that their child has made since moving to this home. They described the home as the 'best' they have worked with.

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, Second Floor, Queensway,
Halesowen B63 4AH

Responsible individual: Natalie Yates

Registered manager: Wayne Ralphs

Inspector

Sally Mitchell, Social Care Inspector

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