

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 one of a number owned and managed by a private organisation. The provider states in the statement of purpose that they provide care for up to four children with attachment difficulties and/or social and emotional difficulties. Children are of primary school age on admission.

The manager registered with Ofsted in April 2020.

Inspection dates: 29 and 30 November 2022

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: 28 April 2021

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/04/2021	Full	Outstanding
10/12/2019	Full	Outstanding
28/01/2019	Full	Outstanding
08/08/2017	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are supported exceptionally well when they move into the home. Staff work hard to get to know children before they move in. Children already living in the home are involved in welcoming new children when they move in. In addition, personalised welcome booklets introduce new children to the children and staff in the home. This helps to reduce any anxieties they may have about moving in.

Staff listen to children when they ask to move on from the home to live with older children. Staff ensure that children move on to placements that will meet their evolving needs. Children are visited in their new homes and are taken for meals out. This demonstrates the strong relationships they develop with staff when living here. Memories of living in the home are captured in individual memory books. Children are supported in writing their own stories to reflect their journey in the home. These are printed into hardback books for when they move on.

Staff provide exceptionally well-planned therapeutic care to children with attachment difficulties. The care provided to children helps them feel safe and secure. Staff provide care and affection. As a result, children develop strong and trusting relationships with them. Staff work in partnership with the in-house therapist to deliver therapeutic parenting approaches. This provides staff with an excellent understanding of the children's needs and the required support to prepare them for engaging in more formal therapeutic interventions.

Staff understand children's individual barriers to learning. They work hard to overcome these. As a result, children make significant progress in education and have 100% attendance at their educational placements. Additional support is sourced and implemented when children are struggling with particular subjects.

Children are provided with excellent opportunities to engage in new activities and experiences. They are encouraged to lead active and healthy lifestyles. The children and staff are currently preparing to climb Mount Snowdon. They have undertaken a number of local walks in preparation. Staff are proactive in identifying activities that meet children's individual therapeutic needs.

Children are supported to spend time safely with their families. Staff work hard to ensure that children maintain their relationships with family members when they are living far away. Staff recognise when arrangements are not in children's best interests and impact on their emotional well-being.

Children have access to an advocate who routinely visits the home on a monthly basis. Children know her well and they are actively encouraged to speak with her regularly.

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

Staff have an excellent knowledge of the children and their needs. They understand their risks and triggers for challenging behaviour. Consultation with the home's therapist provides staff with clear and individualised plans to provide therapeutic care to children. These are embedded in staff practice. As a result, children's risks have reduced.

Risk assessment documents are clear and informative. Behaviour management plans provide detailed guidance for staff to follow. Staff reflect on and scrutinise how they manage children's behaviour. They reflect on the strengths and weaknesses of approaches used when children's behaviour is heightened and adjust their approach when necessary to ensure that they are providing the right level of care for individual children.

Staff provide consistent and nurturing care to children. Children develop a sense of stability and security through clear boundaries and routines. This helps the children to develop their emotional resilience and engage in formal therapy.

Staff are proactive in accessing additional training and learning opportunities. This ensures that they have the skills and knowledge to support children's individual therapeutic needs. Consistent reflection within the team ensures that strategies are put in place to mitigate emotional distress for children.

Positive behaviour is promoted at all times. Staff work hard to support children to develop awareness of safe and appropriate behaviour. They are prompt in recognising emerging risks for children. They are proactive in implementing support when required. Children undertake online learning following incidents of risk-taking behaviour, to underpin their own understanding of risks.

Incidents of physically holding children are managed well. Staff work hard to de-escalate incidents of challenging behaviour. Techniques and strategies are used in line with children's wishes and preferences. Staff understand children's underlying needs and emotions in times of distress. The trusting relationships with staff support children to recognise and manage their emotions. As a result, incidents have reduced.

Incidents of children going missing from the home are rare. When these have occurred, staff manage these well and actively look for children. Children's emotional needs are prioritised. Reflective work is undertaken with staff to understand incidents and prevent further occurrences.

The effectiveness of leaders and managers: outstanding

The manager is passionate about providing outstanding care to the children. He knows them well and has established strong relationships with them. He has high

expectations of his team and inspires them to deliver high standards of care at all times.

Children are cared for by a stable and established staff team. Staff say they love working in the home and would not want to work anywhere else. They feel supported and empowered in their roles. They benefit from regular supervision and reflective team meetings. This enables them to reflect on the care provided to children. The staff team provides consistency in their approach to the children at all times.

The manager represents the organisation in delivering training and workshops on therapeutic care. He shares good practice with other managers and staff in the organisation. This demonstrates his skills and knowledge of providing children with outstanding care. Staff volunteer to support children in other homes in the organisation during celebrations such as Eid and other religious activities. This provides support to children in respect of their culture and identity.

The manager consistently strives to improve and implement new and creative systems to support his staff. Individual staff development plans ensure that staff have up-to-date skills and knowledge. There are clear targets identified for further training and learning opportunities. This ensures that he is achieving the best outcomes for children.

Staff are provided with bespoke training opportunities that address children's specific needs. The manager ensures before new children move into the home that staff have the skills and knowledge to support them. Regular consultations and research-based workshops provide staff with a wide range of specialist knowledge. As a result, this learning is embedded in daily interactions with the children.

The manager has excellent oversight of the home and the care provided to children on a daily basis. The use of trackers, quarterly assessments and feedback from children and professionals allows him to monitor and evaluate children's progress. This is embedded in children's therapeutic assessments and reviews.

The manager has developed excellent relationships with professionals involved in the children's care. He has developed a positive relationship with the local police community support officer, who visits the home regularly. This has supported children to overcome negative perceptions of the police and has provided them with valuable educational opportunities.

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: Keys Care Limited, Maybrook House, Queensway, Halesowen B63 4AH

Responsible individual: Natalie Yates

Registered manager: Wayne Ralphs

Inspector

Claire Hobbs, Social Care Inspector

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