

SC020594

Registered provider: Keys Education Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home registered to provide care and accommodation for up to eight children. It offers a 12-week programme to children who are in crisis.

The programme includes children engaging in activities, staying in temporary accommodation and camping. Ofsted does not inspect all accommodations used. However, the company is required to carry out its own risk assessments for each.

Inspection date: 10 March 2020

Date of last inspection: 2 July 2019

Judgement at last inspection: good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection.
At the interim inspection, Ofsted judges that it has sustained effectiveness.

The manager and staff have worked hard to maintain the high quality of care that they provide to children. The manager has worked to address all the requirements raised at the last inspection. As a result, improvements have been made in how staff share information regarding children's education and progress.

Changes made to the home have resulted in children having increased access to a large communal lounge. This improvement means that children can socialise together and have easy access to all the facilities at the home.

Moves into the home are well planned to ensure that there is good matching of children's needs. As a result, new admissions do not have an adverse effect on children already living at the home.

Children continue to enjoy a variety of activities and learning opportunities. This can include children going for walks, having horse-riding lessons, going shopping and helping with cooking meals. These varied opportunities help children to develop their social skills, build up their confidence and to have aspirations for their future.

The manager has introduced a new system for monitoring how frequently staff receive supervision. This is still a work in progress, with some staff still not receiving supervision in line with the home's policy. This lack of frequent supervision means that staff do not always have regular opportunities to reflect on their practice.

Managers act swiftly when allegations are made. This prompt action safeguards children and the staff. However, the manager has not sent all required notifications to Ofsted. This oversight means that Ofsted is not able to review the action taken by the provider.

The manager continues to use monitoring systems to evaluate the quality of care that children receive. However, the manager has not carried out the review in line with set timescales and sent the report to Ofsted.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/07/2019	Full	Good
12/06/2018	Full	Requires improvement to be good
06/12/2017	Interim	Declined in effectiveness
05/07/2017	Full	Good

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
The registered person must ensure that all employees undertake appropriate continuing professional development; and receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))	30/04/2020
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child— is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))	13/03/2020
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children;	31/03/2020

the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and
any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.

After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report").

The registered person must—

supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and

make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.

(Regulation 45 (1)(2)(a)(b)(c)(3)(4)(a)(b)(5))

Information about this inspection

Ofsted is aware of the challenges that Covid-19 is currently posing to those we inspect. During this visit, the inspectors took into consideration the impact of any measures being taken to slow the spread of Coronavirus by the home. This has included the effect these have had on staffing arrangements.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: SC020594

Provision sub-type: Children's home

Registered provider: Keys Education Limited

Registered provider address: Keys Group, Maybrook House, Queensway,
Halesowen, Worcestershire B63 4AH

Responsible individual: Matthew Mills

Registered manager: Neil Harcourt-Poole

Inspector

Debbie Bond, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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E: enquiries@ofsted.gov.uk
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