

SC020594

Registered provider: Keys Education Limited

Full 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 young people. It offers a 12-week programme to young people who are in crisis. The programme includes young people 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 accommodation used.

Inspection dates: 12 to 13 June 2018

Overall experiences and progress of children and young people, taking into account

requires improvement to be good

How well children and young people are helped and protected

requires improvement to be good

The effectiveness of leaders and managers

requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 6 December 2017

Overall judgement at last inspection: declined in effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/12/2017	Interim	Declined in effectiveness
05/07/2017	Full	Good
12/12/2016	Interim	Declined in effectiveness
28/09/2016	Full	Requires improvement

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
In meeting the quality standards, the registered person must, and must ensure that if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (c)) With reference to escalating concerns when placing authorities do not provide looked after documents for children's files in a timely manner.	27/07/2018
The quality and purpose of care standard is that children receive care from staff who understand the children's home's overall aims and the outcomes it seeks to achieve for children. In particular, the standard requires the registered person to ensure that staff provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background and help each child to understand and manage the impact of any experience of abuse or neglect. (Regulation 6 (1)(a) and (2)(b)(iv)(v)) With reference to staff responding quickly and appropriately to meet the emotional needs of children who make disclosures to them.	27/07/2018
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard requires that staff understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) and (2)(a)(v)(vi)(vii)(e)) With reference to historic disclosures made to staff and to child protection concerns raised by children about staff members.	27/07/2018
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that helps children aspire to	27/07/2018

fulfil their potential; and promotes their welfare. In particular, the standard requires the registered person to understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) and (2)(f)(h)) With reference to regular managerial review of children's files, including risk assessments and behaviour support plans.	
After consultation with the fire and rescue authority, the registered person must take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children's home. (Regulation 25 (1)(a)) With reference to undertaking regular checks of fire equipment.	27/07/2018
The registered person must ensure that all employees undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(a)(b)) With reference to providing staff with regular supervision in keeping with their supervision contracts.	27/07/2018
The registered person must maintain records ("case records") for each child which include the information and documents listed in Schedule 3 in relation to each child, are kept up to date and signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))	27/07/2018

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Staff do not always provide vulnerable young people with personalised care which meets their emotional needs. Staff failed to pass a significant disclosure by one young person on to the registered manager. They did not evidence that practical and emotional support had been provided to the young people. This practice required improvement.

Since the last inspection, improvements have been made to the home which is now clean, welcoming and personalised. Young people demonstrate that they enjoy positive and trusting relationships with most staff, who listen to them and support their needs and development. Staff help young people to settle in when they arrive and provide them with stability and security. They skilfully engage young people in a wide range of fun, stimulating and, often, challenging activities, such as climbing, that promote physical and emotional well-being. Young people make progress in improved self-

esteem, relationships, behaviour and independence. Young people who have not attended education for long periods engage with on-site education and achieve a range of qualifications to be proud of.

Staff support young people to have family contact. One mother commented, 'They [staff] have done an amazing job with her... she now joins in with things for the first time. She's in high spirits now. They really care about her. They are there for her.' After they leave, some young people keep in touch with staff to tell them how they are doing and to say thank you for the help and support that they have received.

How well children and young people are helped and protected: requires improvement to be good

Staff do not always undertake the required checks of fire equipment. The registered manager does not always review young people's risk assessments and behaviour management plans to ensure that they are up to date and relevant. When a young person complained that a staff member had inappropriate pictures on his private mobile phone when he was on shift, the registered manager failed to address this safeguarding issue with the staff member at the first opportunity. The staff member was able to complete a shift before the registered manager raised the issue with him. This left young people at risk of a recurrence of the behaviour.

Staff are highly trained in safeguarding. They keep young people safe and help them to understand how to keep themselves safe. Risk assessments and behaviour management plans are detailed and (when kept up to date) have effective strategies in place for staff to follow, but there is little evidence that staff involve young people in their plans. Staff undertake valuable and relevant key work with young people to address issues of drug misuse, internet safety, sexual health and grooming behaviour.

Up-to-date risk assessments are in place for the accommodation used by staff and young people away from the main site and for each of the activities that they undertake. Regular fire drills are undertaken, and the properties are well maintained. Since the last inspection, there have been no major accidents, few incidents of young people going missing and no physical interventions for the past month. Staff keep young people safe from child sexual exploitation and gangs. Young people say that they feel safe. A social worker stated that staff are very good at safeguarding young people and managing their behaviour.

The registered manager has improved safeguarding with the introduction of closer monitoring of the daily diaries by the deputy manager, and by monitoring safer recruitment practice himself.

The effectiveness of leaders and managers: requires improvement to be good

Staff supervision is a significant area that require improvement. This shortfall was also highlighted at the last interim inspection. A lack of regular supervision, particularly for

new staff, reduces opportunities for staff to learn, develop and communicate. Staff have access to ongoing informal supervision, but this is not recorded. The registered manager is aware of these issues and has plans in place to improve them.

Staff access to written information regarding young people is restricted by a lack of essential information from placing authorities. While the registered manager requests this information, he does not escalate his concerns higher within the authorities.

Some of the information on young people's files is out of date. On occasion, there is a lack of managerial overview of files, and on one occasion there was poor communication between staff and the registered manager about a significant incident. These issues reduce the effectiveness of the service in recognising and meeting the needs of young people.

Child-focused staff love working at the service and demonstrate a clear understanding of the ethos of the service and the aims for each young person. The registered manager and staff are aspirational for young people and want them to make progress and become more confident during their placement. The registered manager responded positively to most of the requirements from the last inspection. He understands the strengths and weaknesses of his team and is keen to address the areas for development. Staff say that handover meetings and team meetings are supportive, reflective and informative and that they learn from each other. Staff work effectively with family members and a range of other professionals, who provide positive feedback about the service.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: Maybrook House, 2nd Floor, Queensway, Halesowen, Worcestershire B63 4AH

Responsible individual: Tanya Chamberlain

Registered manager: Neil Harcourt-Poole

Inspectors

Louise Whittle: social care inspector

Sarah Junor-Fitzpatrick: social care inspector

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