

SC020602

Registered provider: Keys NHCC Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It is registered for up to five children who are aged 8 to 17, and who have experienced adverse childhood experiences, that have led to associated trauma and presenting complex needs.

The home is managed by an experienced manager who was registered with Ofsted in March 2017.

Inspection dates: 5 to 6 February 2020

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

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **outstanding**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 13 March 2019

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/03/2019	Full	Outstanding
21/11/2017	Full	Good
17/03/2017	Interim	Sustained effectiveness
21/06/2016	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children make good progress and view the home as their own home.

Staff support children's religious and cultural needs well and make sure that children have all opportunities to access cultural groups and religious settings and to celebrate diversity.

Children take part in a variety of activities, including attending the local cadets and going football training with college friends. Staff arranged for one child who could not swim to have swimming lessons. These varied activities have resulted in children developing new interests, becoming more confident and learning new skills.

Staff support children to attend school and college regularly and help with homework. This means that children make good academic progress.

Children are given every opportunity to express their wishes and feelings about what they enjoy and about the day-to-day running of the home. This helps children to have a sense of involvement and ownership regarding important decisions in their lives.

Children know how to complain and are confident in using the home's complaints procedures.

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

Children are cared for by experienced, knowledgeable and committed staff who understand their vulnerabilities extremely well.

When children go missing from the home, the staff respond swiftly. They are diligent in searching for children and use all resources to help them to ensure that children are safely returned home. Staff ensure that children are offered a return home interview. This helps the staff to better understand why a child has gone missing from the home and bring in additional protective measures.

Staff respond quickly to concerns about children's safety. For example, when some unknown males arrived at the home looking for one child, the staff immediately reported their concerns to the police and the child was placed in protective custody. This ensured the child's immediate safety.

Staff promote a positive culture of praise and reward. They know the triggers for children's behaviours and are skilled in using de-escalation strategies. They maintain consistent boundaries, so that children are clear about what is expected of them.

The registered manager takes action when children's behaviours start to have an impact on others living at the home. This can include looking at lessons learned.

The home is safely located, and regular health and safety checks are carried out to ensure that children live in a warm, safe and homely environment.

The effectiveness of leaders and managers: outstanding

The manager leads a passionate and committed team of staff who are aspirational for the children that they care for.

The registered manager works closely with families and professionals and feedback is overwhelmingly positive. This partnership means that children receive continuity of care and results in children feeling safe and secure, knowing that everyone is working to their best interests.

New members of staff receive a comprehensive induction into the home. This includes shadowing experienced staff before working on the rota. This helps new staff to build up their confidence.

The manager ensures that staff receive a range of training that reflects the complex needs of the children who live in the home. This includes the manager using current research to strengthen staff practice.

The registered manager has reviewed the home's statement of purpose and made sure that it reflects the home's child-focused care. This gives others clearer guidance on the home's aims and objectives.

The manager maintains constant oversight of the home, using a range of review and monitoring systems. As a result, she has excellent oversight of the home.

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: SC020602

Provision sub-type: Children's home

Registered provider: Keys NHCC Limited

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

Responsible individual: Christine Bird

Registered manager: Louise Constable

Inspector

Debbie Bond, social care inspector

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