

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 to provide care for up to five children aged between eight and 17 who have experienced adverse childhood experiences which have led to associated trauma and presenting complex needs.

The home also cares for children with autism spectrum disorder who may have associated sensory needs and attachment difficulties.

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

Inspection dates: 10 and 11 January 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: 18 January 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/01/2022	Full	Outstanding
05/02/2020	Full	Good
13/03/2019	Full	Outstanding
21/11/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Since the last inspection, one child successfully moved out of the home to return to live with his family. Another child moved into the home, and with the support of the staff team and the children, quickly settled in. At the end of last summer, a child died at the home. The child's unexpected death had a significant impact on the home and those living and working there. The investigation into the circumstances of the death have not been concluded.

The registered manager and staff team promote a culture of positive educational attainment. Children feel that staff believe in them; they respond well to this and are meeting and exceeding targets. Those children who previously had poor educational attendance have been supported by staff to join new schools. They are now on full-time timetables and have excellent school attendance. Staff successfully supported a child who was returning home to live with his family to apply for and attend college interviews near his home. Staff supported him to research courses but also by driving the long distance to attend opens days and interviews. He was offered several places and was successful in starting the course he wanted.

Staff promote play and creative opportunities that develop the children's social abilities, learning, talents, and skills. For example, one child enjoys playing chess at an after-school club and with a member of staff in the home. They are now teaching another child how to play. Some of the children are also attending after-school clubs and meeting up with friends that they have made through school during the holidays and at weekends. This is building their social skills through age-appropriate hobbies and interests as well as expanding their interests and developing new skills that will help them as they move on towards adulthood.

Children have positive relationships with the staff and each other. The inspector observed staff supporting the children to negotiate, share and engage in group activities and discussions. She saw the children giving each other praise and celebrating each other's achievements. This support and interaction promotes positive group living and healthy relationships with the other children with whom they live.

The experienced staff team continue to effectively support a child with autism spectrum disorder and limited verbal communication to fully integrate into the home. Staff and the children continue to learn about his communication systems, and everyone continues to learn a topical sign of the week. As a result, the child continues to be fully included in all discussions and children's meetings.

Staff promote the health of the children and role model healthy lifestyles. Children are learning to cook and eat healthy meals and take regular exercise. This has had a positive impact on children's weight and sleep patterns. Staff have also successfully

supported one child to become fully continent. This is a significant milestone and will widen his opportunities as he moves towards adulthood.

Staff support the children to understand environmental issues and participate in the community they live in. They have taken part in the plant Britain project, planting trees in the garden. They have also filled boxes with items for refugees, which have been taken to local collection points. Children are supported to develop an understanding of what is going on in the world, as well as how they can contribute to the community that they are part of.

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

The registered manager and staff, in collaboration with the therapist, are successful at discussing and looking beyond the children's presenting behaviours. Staff promote a culture of celebrating success and praise the children for all their achievements. Children feel valued, their self-confidence improves, and they develop a true sense of self-worth and identity.

Staff constantly reflect upon strategies and remodel them if they begin not to be effective for the children. They support the children to share their reflections and look at alternative ways to respond to situations that they find difficult. This improves the children's self-awareness and means that they seek help from staff to express themselves appropriately without the use of aggression.

Since the last inspection there have been no incidents of the children going missing from the home. Physical interventions have not been used. Staff support children following incidents in a very nurturing way. They use reflective discussions that make them feel safe and consider how they can keep themselves safe. Consequently, children are settled at the home, and staff use their positive relationships with the children to help them communicate their needs.

The registered manager and staff take immediate actions when there are serious safeguarding concerns. They make prompt referrals and work in close partnership with other professionals. The registered manager assesses situations and ensures that the safety of her staff team and the children is always a priority. For example, reviewing the staff rota and increasing staffing at key points of the day or night and increasing the involvement of the therapy team. This ensures that staff and the children have the support structures around them during difficult times that enables them to still feel safe and continue to progress.

The effectiveness of leaders and managers: outstanding

The registered manager is inspirational and passionate. She is constantly looking for research or information that will improve outcomes for the children and her staff team.

The registered manager is supported by an equally aspirational staff team, whose members strive to support each other to parent in a way that promotes a safe, nurturing, and consistent homely environment for the children. Together they share a passion for improving the lives and opportunities of the children.

The registered manager and staff use input from the therapy team, and the therapist attached to the home, to agree strategies to help the children reach their aims. They then support the children with research-informed direct work, and the home's chosen model of parenting, to develop the children's emotional well-being, stability, and coping strategies. As a result, the children are becoming more emotionally resilient.

The registered manager is constantly looking to develop her staff team. For example, the team structure has recently been strengthened with the addition of a second deputy post. The staff team all have detailed, individualised personal development plans to ensure their continuing professional progression.

Staff attend reflective supervisions, informative team meetings and additional child specific training. For example, they have all attended training on autism spectrum disorder. This continual development ensures that as a staff team they have an excellent understanding of the therapeutic theories and research they are using to support the children to progress. It also provides them with opportunities to reflect upon their practice and make improvements to the quality of care they provide to the children. As a result, children at this home receive high-quality, individualised care that is bespoke to them.

The registered manager and staff have an in-depth understanding of the children's needs because there is excellent partnership working between themselves, the therapy team, and academic staff. Professionals speak highly of the registered manager and the staff team. Because of this, the children are flourishing in school and at home.

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' (SCCIF). 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' at the time of the inspection visits

Inspectors have come to a professional evaluation of the effectiveness and impact of the care and support provided on the experiences and progress of children, in line with the SCCIF and other relevant policies and guidance. Inspectors during this visit were conscious that the circumstances of the deceased child's death (referred to above) have not been fully investigated or concluded at the time of their inspection. It is not Ofsted's purpose to investigate the circumstances of the death and as such, this report does not comment upon the circumstances of the deceased's death.

Children's home details

Unique reference number: SC020602

Provision sub-type: Children's home

Registered provider: Keys NHCC Limited

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

Responsible individual: David Carser

Registered manager: Louise Constable

Inspector

Dawn Bennett, Social Care Inspector

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