

SC020602

Registered provider: Keys NHCC Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company and is registered to provide care for up to five children who may experience social and emotional difficulties.

The manager is suitably qualified.

At the time of the inspection, five children were living in the home. All children were spoken to during the inspection.

Inspection dates: 30 and 31 October 2024

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: 11 December 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/12/2023	Full	Outstanding
10/01/2023	Full	Outstanding
18/01/2022	Full	Outstanding
05/02/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children make excellent progress as a result of the exceptional care that they receive from staff. Staff build trusting and affectionate relationships with children which support them to share their lived experiences and openly share their views. Staff speak about the children with love, warmth and commitment. This level of care is supporting children to flourish in all areas of their development.

The home is a welcoming and nurturing environment. The design of the communal areas and children's bedrooms reflects children's diversity. The high standard of decor, furniture and maintenance shows that children are respected and valued. Photos of children enjoying activities and their achievements are proudly displayed. There is a large garden with an outdoor eating area, trampoline and swings, which children enjoy using.

Staff are versatile in supporting children's diversity, equality and inclusion. The manager arranged for all staff to receive specialist communication training to ensure that one child's specific communication needs can be met effectively. This helps create an inclusive and inspiring home where all children are highly valued and supported. Staff also help children to learn about the world around them. Children enjoy learning about different countries, experiencing different foods and cultural events.

The manager has researched the use of language and how this can influence children's experiences. This has been successful in staff being inquisitive and motivated to explore children's lived experiences. Staff have developed highly creative ways of supporting children to share their views and feelings. This has proved effective in children's needs being better understood by staff and their wider professional network and improving their experiences.

Children are in full-time education and have excellent attendance. The manager and staff are strong advocates for education, understanding how this will support children's future opportunities. Teachers say how well staff know the children and use this knowledge to contribute to school meetings, which they consistently attend. The manager advocated for and supported a child to attend their school prom, challenging an initial decision from the school that they would not be able to. This helped the child feel valued and enabled them to celebrate their educational achievements with their peers.

Staff nurture children's relationships with their families when this is safe. One child said they enjoy seeing their family and hope to return to live with them in the future. Staff also understand the effect on children of having no family members, and support them with this and planning for their futures. This highlights the commitment and dedication of staff to build positive and safe futures for children.

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

Children's safety is paramount and always at the heart of staff practice. This helps ensure that children feel safe in their home. Staff are clear about their responsibilities to keep children safe and have an impressive understanding of the children's needs. There are comprehensive support plans for children, which are meticulously reviewed and updated by managers. This effective approach identifies when further training is needed for staff to keep children safe.

Staff work closely with the provider's clinical team, which enhances the expertise of staff and helps keep children at the centre of their practice. A joint approach with clinical leads means staff use research-based practice to provide children with individualised care and support. One child receives music, dance and animal therapy, which is supporting their physical mobility and confidence.

Staff provide consistent boundaries for children which help them feel safe both at home and in the community. Staff support children to learn about and understand risks, through discussions and being positive role models. Teachers and social workers say that staff respond immediately if children feel unsafe or need support. Staff were proactive in supporting one child to speak to the police about a bullying incident. This helped the child to feel listened to and to feel safe in the community. Excellent responses to identified risks have helped children become safer.

Children know how to make complaints. Staff discuss this with children and create individual visual aids to support their understanding. Leaders and managers speak to children about their complaints, ensuring they are included in the complaints process. The manager and staff arrange for an independent advocate to visit children, including those who are non-verbal. This creates an inclusive environment and one where all children are able to raise concerns and have these taken seriously.

The effectiveness of leaders and managers: outstanding

The manager is confident, ambitious and inspiring, with a clear vision for children to receive exceptional care. Children are thriving and being supported by an experienced staff team to achieve their potential. The manager does not compromise on her expected levels of excellence, with staff describing her as 'phenomenal'. This motivates staff, who are enthusiastic, dedicated and inspired by the manager to improve the lives of children.

Managers constantly strive to develop and improve staff practice. The manager leads by example in researching how new and innovative practice can support and improve the lives of children. She provides a stimulating and dynamic learning environment for staff, through organised supervision, training and team meetings. This supports staff to understand the high expectations of them to improve the lives of children.

Leaders and managers have created highly effective monitoring systems which help them review and improve children's experiences and progress. These support the

manager and clinical team to evaluate whether children require additional support. The manager's comprehensive reviews of incidents enable reflective team discussions regarding children's needs and help staff think about how practice can be improved.

The manager and staff have excellent working relationships with external professionals. This supports all professionals to understand the children's experiences and the support they require now and in the future. Professionals commented on the excellent care and communication by staff. The manager's advocacy for one child and liaison with their school allowed the child to use their communication device, which was necessary for their inclusion in school life. This has helped improve the child's life experiences and ensured their needs are being met outside the home.

No requirements or recommendations have been made.

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: SC020602

Provision sub-type: Children's home

Registered provider: Keys NHCC Ltd

Registered provider address: Maybrook House, Third Floor, Queensway, Halesowen, West Midlands B63 4AH

Responsible individual: Karla Dovey

Registered manager: Louise Constable

Inspector

Siân Heffey, Social Care Inspector

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