

SC020606

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 three young people. The home provides care for young people aged seven to 17 who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours. The manager was registered with Ofsted in February 2019.

Inspection dates: 11 to 12 December 2019

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 **good**

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

Date of last inspection: 20 November 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/11/2018	Full	Good
18/12/2017	Full	Outstanding
09/02/2017	Interim	Sustained effectiveness
21/09/2016	Full	Outstanding

What does the children's home need to do to improve?

Recommendations

- As set out in regulations 31-33, the registered person is responsible for maintaining good employment practice. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. ('Guide to the children's home regulations including the quality standards', page 61, paragraph 13.1)
This is regarding ensuring that recruitment records clearly show why a member of staff left their previous employment when their role involved working with children and/or vulnerable adults.

Inspection judgements

Overall experiences and progress of children and young people: good

Children are cared for by staff who know them well. Staff are caring and responsive in meeting children's individual needs. This positive relationship means that children feel listened to, cared for and valued.

Staff support children who are reluctant to attend school. This encouragement helps children to overcome barriers and to improve their school attendance. As a result, children start to make academic progress.

Children are helped to participate in activities with their friends and the wider community. This encouragement helps children to develop new interests, grow in confidence and develop their social skills and friendships.

Staff help children to attend their healthcare appointments. This can sometimes involve staff carrying out bespoke work to help children to overcome their fears in attending their appointments. This help has resulted in children's physical and mental health improving.

Staff manage children's moves to and from the home well.

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

Children are cared for by a consistent staff team which knows them well.

Staff ensure that clear written risk assessments are in place and that these are regularly updated to reflect new and emerging risks. These assessments ensure that staff have access to the most current information about how to safeguard children in their care.

For children who have a history of self-harming, triggers are identified and additional measures are put in place by the staff to help to keep children safe. For example, one

child had waking night staff put in place for a short period when they were struggling. This extra support helped to safeguard the child's increased vulnerability.

Managers follow safe recruitment practice. However, on one occasion recruitment records were not clear that managers had checked why a member of staff had left their previous employment when they had worked with vulnerable adults. This omission has the potential to compromise the process needed to help managers to be assured that a new member of staff is suitable to work with children.

The effectiveness of leaders and managers: good

The manager is a passionate and child-focused practitioner who provides strong leadership. She ensures that children's plans are individual to each child's unique needs. All plans are regularly reviewed with children and their views are added to their individualised plans. This means that children feel part of the decision-making process.

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

Staff receive regular supervision, with new staff having more frequent meetings. Managers ensure that staff receive mandatory training when needed. Managers continually review the training needs of staff to make sure that they are skilled in caring for children living at the home.

The registered manager works closely with families and professionals. This approach helps to ensure that children receive continuity of care and that this is central to everything. This results in children feeling safe and secure knowing everyone is working to their best interests.

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: SC020606

Provision sub-type: children's home

Registered provider: Keys NHCC Ltd

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

Responsible individual: Christine Bird

Registered manager: Sally Hemsley

Inspector

Debbie Bond, social care inspector

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