

SC020608

Registered provider: Keys NHCC Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home provides care and accommodation for up to three young people. The home cares for young people who have social and emotional difficulties.

The home has an experienced and qualified registered manager.

Inspection dates: 8 to 9 October 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: 12 November 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/11/2018	Full	Good
22/02/2018	Interim	Improved effectiveness
14/08/2017	Full	Good
26/01/2017	Interim	Improved effectiveness

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 particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to meet the needs of each child. (Regulation 6 (2)(c)(i))	19/11/2019
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. (Regulation 36 (1)(a))	19/11/2019

Inspection judgements

Overall experiences and progress of children and young people: good

Staff support young people to make progress. One young person who previously refused to attend medical appointments now accesses a range of health services. Staff encourage young people to attend education and they work closely with teachers to look at ways to motivate young people who are reluctant to go to school.

Staff keep young people busy and active. This promotes positive behaviour and helps to deter young people from engaging in criminal activity. When incidents occur, staff talk to young people about their behaviour and help young people to understand about what is socially acceptable.

Young people take part in a range of individualised activities that they enjoy, for example going on bike rides or attending a youth club, and one young person has learned how to swim. One young person told the inspector that he enjoys the activities he does and that it 'keeps him out of trouble' and keeps him active.

Staff do not have all young people's up-to-date local authority care plans on file. The impact of this is reduced because staff and managers work collaboratively with social workers to develop a home-specific care plan for each young person. As a result, staff understand young people's needs.

Staff encourage independence skills appropriate to the young person's age and

understanding. Young people are encouraged to cook meals and to help with small jobs around the house which they can earn rewards for. This supports young people to gain essential life skills in readiness for adulthood.

Overall, young people move in and out of the home in a planned and sensitive way. Where possible, young people visit the home before moving in. Prior to young people living in the home, the registered manager completes a detailed risk assessment to assess the suitability of a young person living in the home. The views of staff and young people's are also taken into consideration.

Before a young person comes to live in the home, the registered manager completes a detailed risk assessment to assess their suitability. She is aware of the impact a new young person could have on the home and has learned from critically reviewing previous placements.

The home environment needs to be improved. Young people's bedrooms are personalised. However, damaged furniture has not been replaced. Where repair work has been carried out around the home, this is of poor quality. The organisation acknowledges that the house needs modernisation. A date has been agreed for the work to start soon.

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

Staff keep young people increasingly safe and young people reported feeling safe and cared for living in this home.

Staff actively encourage young people to stay in the home. This encouragement helps to reduce the number of times young people go missing from home. When young people do go missing from the home, the staff follow agreed protocols. Return home interviews are carried out by an independent person in addition to the registered manager meeting with the young person. This gives young people several opportunities to share their views.

When incidents do happen, staff manage these well to keep young people safe. Overall, staff successfully use de-escalation without the need to physically intervene. When staff do use physical interventions, this is as a last resort. On occasions, staff have called the police for support. This has been necessary and appropriate to keep everyone safe.

Staff support young people to understand their actions and choices. Discussions and key-work sessions are carried out to talk about young people's behaviour as well as achievements. This helps young people to understand the difference between right and wrong.

Staff receive relevant training to safeguard young people. Staff have a good knowledge about how to keep young people safe and can apply this to the young people they care for. Staff understand how to report allegations and safeguarding concerns.

The effectiveness of leaders and managers: good

The registered manager is skilled and experienced and is supported by a deputy manager, who led the inspection in the manager's absence. The deputy manager knows the young people well and has a good understanding of the home's strengths and areas for development.

Staff have regular supervision that is focused on their practice and the needs of the young people. Staff are supported by the registered manager and deputy manager and will seek advice and guidance when needed.

Staff training is good and relevant to young people's needs. Each member of staff has a training development plan that identifies future training needs. Additionally, the company has invested in providing training to the registered manager and responsible individual. This is positive and improves skills and knowledge throughout the team.

The registered manager has a consistent and stable team of staff who are dedicated to young people. No new staff have joined the team since 2017. This promotes consistency and continuity of care for young people and provides them with a stable home environment.

The registered manager and staff have positive relationships with professionals, including the police and social workers. One social worker told the inspector he would place other young people in the home based on the positive experiences of his young person and the progress he has made.

The registered manager has good monitoring systems in place. She oversees the quality of care provided to the young people and reviews any incidents. Young people's views are regularly sought and form part of their care planning. Consequently, the registered manager ensures that young people's care is positive and individualised.

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: SC020608

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: Karla Dovey

Inspector

Lisa O'Donovan, social care inspector

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