

SC020611

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. It provides care for up to 2 children aged between 8 and 17 years who may have had adverse childhood experiences that have led to associated trauma and complex behaviour.

At the time of this inspection, one child was living at the home.

The manager registered with Ofsted in July 2023 and is suitably qualified.

Inspection dates: 10 and 11 March 2026

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 7 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/01/2025	Full	Good
14/12/2023	Full	Good
15/12/2021	Full	Requires improvement to be good
01/11/2021	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

The child has lived at the home for over 2 years. They speak positively about where they live and told the inspector, 'I love it here.' Another child has moved out since the last inspection; they had lived at the home for over 2 years. No other children have moved into the home.

Staff take pride in the home and maintain it to a high standard. Children have an active say in how the home is decorated and furnished. Staff regularly decorate and care for the environment. As a result, they have created a homely and welcoming place for children to live.

Staff promote children's independence skills. They encourage children to participate in age-appropriate tasks and to manage aspects of their own care. This provides children with skills they will need for adulthood.

Staff support children living far from their home authority in developing friendships and building support networks. This has contributed to children's increased sense of belonging. Staff facilitate children's time with their families and friends by providing practical support and recognising the importance of emotional stability.

Staff understand that when children go through significant changes in their lives, they may experience increased anxiety. They actively listen to children's feelings and advocate for them. This helps children develop the skills to be better prepared to manage periods of uncertainty.

Staff ensure that children's health needs are well met. They make appointments as necessary and follow up concerns. As a result, children remain in good health.

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

Children have established trusting relationships with adults working at the home. Staff are non-judgemental, which enables children to feel able to have open and honest conversations with those who care for them. These positive relationships enable staff to better understand emerging risks presented and provide guidance. This helps children understand and manage their behaviour and vulnerabilities.

Incidents of children going missing from home are rare. When they occur, staff act promptly to try and locate children. This includes attempts to contact them and searching local and known areas. When children return, staff are inquisitive about their time away from the home, and children are spoken to by an independent person. This thorough exploration of children's whereabouts helps ensure that children are kept safe when out of the home.

Children have not expressed any concerns about the home. One child approached staff with a concern about a professional outside the home. Staff encouraged the child to raise their views and followed the appropriate channels. The child was informed about the outcome regarding their concern. This approach helps children feel valued and heard.

Staff have supported one child in enhancing their health and wellbeing. They arranged targeted support and intervention to ensure that the child received the help they needed. This has had a positive impact on the child, resulting in fewer instances of emotional distress and poor decision-making.

Leaders follow strong safer recruitment procedures to ensure that staff are appropriately vetted before commencing employment. These steps help ensure that suitable and safe adults are employed to work with children.

The effectiveness of leaders and managers: good

The manager is suitably qualified and experienced for her role. She is committed to enabling positive outcomes for children.

The manager is committed to ongoing improvement and has effective monitoring tools to review the quality of care provided. She combines this with her knowledge of the service, children and staff team and identifies areas for development. In addition, the organisation provides additional quality assurance evaluations, strengthening this oversight. This means that there is a focus on continuous improvement.

Staff are positive about the manager and the support they receive from her. The manager ensures that staff receive regular supervision. They consider these opportunities for reflection purposeful and describe the manager as 'approachable' and 'understanding'. As a result of an environment where staff feel supported, there has been little change in the team since the last inspection. This has contributed to a positive working environment for staff, allowing them to provide consistent care and support to children.

All staff have or are working towards the qualification they require to better meet the needs of the children. This ensures that staff are developing their knowledge and skills to provide effective care to children.

The manager sets high standards for the home. Where practice falls short of her expectations, she is quick to address issues and put arrangements in place to support staff practice. Regular team meetings provide valuable opportunities to discuss practice, children's development, and ways to further enhance staff practice.

No requirements or recommendations have been raised following this inspection.

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: SC020611

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: Tracey Evans

Registered manager: Natalie Deakin

Inspector

Chrisoula Contoyianni, Social Care Inspector

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