

SC020611

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 provides care for up to two children aged between eight and 17 years who may have experienced adverse childhood experiences that have led to associated trauma and complex behaviour.

The manager has been registered since July 2023 and is suitably qualified.

On 13 June 2022, the home closed temporarily. On 3 July 2023, it reopened with a new responsible individual, registered manager and staff team.

Inspection dates: 14 December 2023

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: 15 December 2021

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/12/2021	Full	Requires improvement to be good
01/11/2021	Full	Inadequate
18/09/2019	Full	Good
14/08/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the home reopened, two children have moved in. Children's arrivals at the home are well planned and involve input from the child, relevant professionals and staff. The registered manager met each child before they moved into the home and supported them to visit the home or have a virtual conversation, so she could confirm that the team could meet their needs. In one case, after visiting and meeting staff, the child chose to move into the home a day early. Both children have settled well.

Staff are supporting the children to take part in a wide range of activities and to continue with interests they had before moving into the home. The children enjoy amenities and events in the local area, including attending Christmas fairs and pantomimes. Staff encourage the children to pursue hobbies. For example, one child goes horse-riding, and the other child has started kickboxing lessons. Recent photos show how much the children are enjoying these activities. One child moved into the home with their hamster. This child talked about how supportive the registered manager and staff were when they moved and how important this was to them.

Staff promote the importance of education. Staff have enabled one child to continue their education in their previous school and have supported the other child to start a new school.

Staff support the children to enjoy age-appropriate routines and to develop their independence skills. For example, the children are involved in cooking nutritious meals with fresh ingredients, healthy sleep routines are in place, electronic screen time is monitored and the children are being supported to manage their own finances. Staff act as role models and encourage the children to take part in household chores and routines, including making their beds and sorting laundry.

Staff work closely with social workers and, where appropriate, with family, friends and previous carers to help them maintain positive relationships with the child. They are kept informed of their child's progress and are involved in conversations with the registered manager and staff to help keep their child focused and safe.

While closed, the home was completely redesigned and refurbished to a high standard. The home is welcoming and very homely. As the children are settling in, it is becoming increasingly personalised. Both children are very happy with their bedrooms. They described how the staff are continually helping them purchase items and that they have plans to decorate their rooms further.

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

The registered manager and staff ensure that the children are safe. Staff are well trained and equipped to support the children to manage their emotions and feel

nurtured. This understanding is enhanced by the support the staff team receive from the provider's specialist support team.

All staff receive training in the company's therapeutic model, including attachment, developmental trauma and how therapeutic change can be achieved. As a result, the staff have a good understanding of the children's vulnerabilities and the importance of having safeguarding measures and good parenting in place. This reduces risks and promotes the emotional well-being of the children.

The children are developing positive relationships with the staff, who are getting to know them well. Initial assessments inform targets, which are set to help the children develop emotional resilience. Staff use regular and focused discussions, as well as activities such as mood boards, to support and reassure the children.

Since moving into the home, children's historical high-risk behaviours, such as going missing from home and taking drugs, have stopped. There have been no complaints, no physical interventions and natural consequences are rarely used. Positive praise and incentives are in place and are used to celebrate children's successes and achievements.

The effectiveness of leaders and managers: good

The registered manager is appropriately qualified and experienced. She is passionate about the children's home she is establishing. The responsible individual and registered manager have good oversight of the service and outcomes for children, as well as ideas for future development.

The registered manager has plans to complete a full quality assurance review in the new year. She plans to use this, as well as discussions with the staff team and children, to update the service's development plan.

The new staff team is enthusiastic and energised. Staff feel that the registered manager uses her experience to provide valuable support and talk positively about the direction of the service. They engage in regular team meetings and supervision sessions that are reflective and develop their individual, as well as the whole team's, practice. They are proud of the children's achievements and progress so far.

Staff attend a range of mandatory and additional online and face-to-face training. This training is relevant to their roles and ensures that practice is informed by the needs of the children currently living at the home.

The registered manager has good relationships with external agencies. She uses the expertise of external agencies to improve the care the children receive, for example sourcing and supporting a child to receive an advocacy service. Engaging outside agencies helps the children to build positive relationships and understand where to seek independent support as they move towards adulthood.

This children's home has developed well within a short time frame. The responsible individual, registered manager and staff team are constantly reflecting on how they will develop this service and ensure the best outcomes for children.

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 Limited

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

Responsible individual: Tracey Evans

Registered manager: Natalie Evans

Inspector

Dawn Bennett, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2023