

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 is registered for up to three children, aged between eight and 17, who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

The manager is suitably qualified and holds a level 5 diploma qualification in leadership and management. The manager was registered with Ofsted in April 2017.

Inspection dates: 18 to 19 September 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: 14 August 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/08/2018	Full	Good
21/02/2018	Interim	Improved effectiveness
06/06/2017	Full	Good
10/10/2016	Full	Requires improvement

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
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. (Regulation 6 (1)(a)(b))	14/11/2019

Inspection judgements

Overall experiences and progress of children and young people: good

Children make good progress. Staff use positive interactions that help children to develop trusting relationships. These positive relationships mean that children feel cared for and valued.

Children's views are listened to and acted on. Children have opportunities to express their wishes and feelings about what they enjoy and about the day-to-day running of the home. Children know how to complain and are confident in using the complaints process.

Some children at the home have sporadic school attendance. However, staff work closely with teachers to overcome barriers that impact on children attending school. When children are not in school, staff offer learning support while a new school placement is found.

Moves into the home are well planned to ensure that there is good matching of needs. As a result, new admissions do not have an adverse effect on children already in placement.

The manager and the staff work hard to help children whose first language is not English. They use translation services and online applications to help overcome barriers in communication and to help children to increase their familiarity with the English

language.

Staff support children to prepare for their futures. For example, one child has completed an award-based independence programme. This award has equipped him with the knowledge and skills he requires for independent living.

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

Staff ensure that effective risk management strategies are in place and that these strategies help to protect children. Staff are creative in providing children with opportunities that enable them to take part in age-appropriate activities, which allow them to grow and develop.

Incidents of physical restraint are rare and only used as a last resort to keep children safe.

Staff ensure that children receive high levels of supervision and support. As a result, there are very few incidents of children going missing from the home. When children do go missing, the staff's response is swift. They are diligent in searching for children and use all resources to secure the child's whereabouts. This can include working closely with the police and local authorities to ensure that children return home safely. Return home meetings take place. These meetings help the staff to gather key information about the incident to further safeguard children.

Managers follow safe recruitment procedures for permanent and agency staff. This ensures that all staff are suitable to work with children.

The effectiveness of leaders and managers: good

The home is managed by a competent and experienced manager, who is qualified to level 5 in leadership and management of residential childcare. The manager is child-focused and passionate about ensuring that children have positive outcomes.

Staff benefit from a comprehensive training programme that equips them with relevant skills and knowledge.

Staff receive good-quality, reflective supervision, which focuses on children's needs, and staff training and development that enable staff to continuously meet the needs of children.

There are some minor shortfalls in the manager's oversight of records that relate to children's care. For example, key documents are not always accurately kept up to date and children's care targets are not always clear. This can have the potential to create inconsistency in how staff oversee children's care.

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: SC020611

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: Adele Boffey

Inspector

Debbie Bond: 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 looked after children, 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 <http://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://www.gov.uk/government/organisations/ofsted>.

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: <http://www.gov.uk/ofsted>

© Crown copyright 2019