

SC024808

Registered provider: Keys Education Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is registered for four young people who have emotional and/or behavioural difficulties. It is operated by a large private organisation.

Inspection date: 15 March 2018

Judgement at last inspection: requires improvement to be good

Date of last inspection: 13 June 2017

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has improved effectiveness.

All requirements made at the last inspection have been met. The registered manager has worked tirelessly to implement these changes and make positive improvements to the home. It is decorated to a good standard and is exceptionally clean and tidy. A new, modern kitchen has been fitted, and the lounge has been updated. Three of the bedrooms have been refurbished and painted. One young person who has moved into the home since the last inspection has made progress with her social skills and confidence. The registered manager has worked collaboratively with the head of the virtual school to secure the young person a more suitable education placement.

The registered manager has completed a well-evaluated review of the quality of care in the home. She has identified areas for improvement and has a concise development plan. The young person in placement receives regular and good-quality key work

sessions. Sessions focus on meaningful issues such as the age of consent, sexual health, smoking, self-harm and child sexual exploitation. The young person is encouraged to share her wishes and feelings on a daily basis with staff as well as during key work sessions. The young person also has an access to an advocate.

There have been no complaints made by professionals or young people about the quality of care provided since the last inspection. Safeguarding referrals have been made within timescales and the appropriate authorities notified. The registered manager's records are very well organised and include responses from the designated officer and multi-agency safeguarding hub. In addition, the registered manager now keeps a chronology of safeguarding incidents and allegations. This enables her to review a young person's behaviour and consider potential triggers. Missing from home incidents are well recorded and return home interviews are completed promptly. Physical restraint is used as a last resort. However, when it is used, managers and staff make sure that incidents are recorded properly and that de-briefs take place.

The registered manager has effective working relationships with education professionals, local health services, social workers, the designated officer and the police. The registered manager has given effective challenge when responses have not been received from professionals about referrals and updated statutory paperwork. As a result of this, improvements have been made in working relationships.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/06/2017	Full	Requires improvement to be good
03/01/2017	Interim	Sustained effectiveness
16/05/2016	Full	Requires improvement
31/03/2016	Interim	Declined in effectiveness

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.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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: SC024808

Provision sub-type: Children's home

Registered provider: Keys Education Limited

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

Responsible individual: David Carser

Registered manager: Rachel Phillips

Inspector

Anna Gravelle, social care inspector

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