

SC024808

Registered provider: Keys Education 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 four young people aged up to 18 who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

The registered manager was registered with Ofsted in May 2017. The registered manager is appropriately experienced. She aims to complete her diploma level 5 in leadership and management by July 2018.

Inspection dates: 22 to 23 May 2018

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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 15 March 2018

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/03/2018	Interim	Improved effectiveness
13/06/2017	Full	Requires improvement to be good
03/01/2017	Interim	Sustained effectiveness
16/05/2016	Full	Requires improvement

Inspection judgements

Overall experiences and progress of children and young people: good

Children live in a home that is warm and welcoming, with lots of stimulating toys. Plans are in place to make improvements to the bathrooms and garden, as well as creating a music room.

Staff follow well-written behaviour management plans and are consistent in their approach to caring for children. This means that children make progress with their worries and aggressive behaviours.

Staff use key-worker sessions effectively to help children to talk about their feelings and make improvements with their confidence. All sessions are well recorded, with follow up actions that enable children to learn from their experiences.

Children are encouraged to develop their individuality and to make positive choices about their life. Children sit around the table and enjoy a variety of healthy foods. Children are enabled to learn about healthy eating, with the support of staff.

Children have bespoke education programmes, with tutoring, access to a variety of books, community activities and opportunities for interactive learning. This personalised education package has helped children to be ready to learn and to make the transition from being educated at home to attending school.

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

The manager and staff team have a good understanding of safeguarding processes and practice. The manager takes effective action in managing child protection concerns.

Staff prioritise the safety of children. They have a good understanding of the children's individual needs and use detailed risk assessments that help children to keep safe. Children are also encouraged to develop their cooking and self-care skills appropriately, with clear plans to monitor progress.

Children have not been missing from the home since the last inspection. Incidents of physical restraint are rare. Instead, staff use positive behaviour approaches with a range of rewards to minimise challenging behaviour and to praise good behaviour.

The effectiveness of leaders and managers: outstanding

The manager is highly dedicated and has high aspirations for children. She has strong leadership skills and a clear vision for the service. The manager ensures that the highest levels of care are provided by staff.

The manager has excellent working relationships with teachers, social workers, the police and therapists. She gives strong challenge when necessary to provide children

with the best possible care.

The manager provides staff with regular and good-quality supervision. Monthly team meetings enable staff to share concerns and guest speakers attend to develop the staff team's knowledge. Staff feel listened to and speak positively about the manager.

The manager and staff are exceptionally innovative and persistent in providing a wide range of bespoke and stimulating leisure activities for children. This means that children explore new opportunities and make significant progress with their social skills.

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: 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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Piccadilly Gate
Store Street
Manchester
M1 2WD

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