

SC024808

Registered provider: Keys Education Ltd

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 children who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours. The registered manager has managed the home since May 2017 and is appropriately experienced and qualified.

Inspection dates: 29 to 30 October 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: 27 February 2019

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/02/2019	Interim	Sustained effectiveness
22/05/2018	Full	Good
15/03/2018	Interim	Improved effectiveness
13/06/2017	Full	Requires improvement to be good

What does the children's home need to do to improve?

Recommendations

- As set out in regulations 31–33, the registered person is responsible for maintaining good employment practice. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. ('Guide to the children's homes regulations including the quality standards,' page 61, paragraph 13.1)

Inspection judgements

Overall experiences and progress of children and young people: good

Staff provide good individual care for children. They develop trusting and nurturing relationships with them. This develops children's self-worth and has resulted in a reduction in self-injurious and negative behaviour.

Children are healthy. The organisation has a therapist who works regularly with both children and staff to support children's emotional and behavioural needs. As a result, children are beginning to engage with staff to improve their emotional health and well-being.

Children have excellent school attendance. Children who historically have not attended education for some time enjoy school, engage well in lessons and begin to make friends. As a result, children can progress in their education.

Children enjoy a good range of day-to-day activities with staff, both inside and out of the home. Children are encouraged to socialise with friends. They attend friends' birthday parties and invite friends to the home. This helps children to develop their social skills and to improve their confidence and self-esteem.

The home is warm and welcoming. There are plenty of toys around the home, both in children's bedrooms and in communal areas. This ensures a stimulating and nurturing space for children.

Children have a say in choosing the decor of the home. One child chose ballerina wallpaper for her bedroom and is actively involved in the redecoration of the living room. This helps children to develop a strong sense of belonging.

Staff support children well when they leave the home. The manager and staff visit their new homes with them and organise celebratory goodbye meals. This ensures that their move is a positive experience for them and helps them to settle into their new home.

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

Children are safe in the home. They do not go missing and staff understand the risks to children well. Risk assessments are clear about the control measures that staff should adopt to safeguard children.

During times of crisis, children have made allegations against members of staff. These are investigated promptly and strategies put in place to keep children and staff safe.

Staff manage incidents of challenging behaviour and physical interventions well. Staff use rewards effectively. They are clear and consistent about the measures that they need to adopt to promote positive behaviour. As a result, incidents of negative behaviour are reducing in frequency and intensity.

Recruitment processes are not thorough. References are not always verified prior to staff starting employment. This could mean that managers do not have a full understanding of staff's previous employment history and ability to care for children.

The effectiveness of leaders and managers: good

The manager has good oversight into the running of the home. She knows and understands the home's strengths and weaknesses well and takes effective action when needed to develop staff skills and experience following any incidents of concern.

The manager and staff team have a clear understanding of the progress that children make. They are child focused and advocate strongly on behalf of children. This ensures that children receive the service that they require. For one child, this meant that she was found a school quickly and without delay.

Staff feel supported by the manager and receive a good level of training, tailored to the specific needs of the children whom they care for. Supervisions and team meetings reinforce learning to further develop staff knowledge and practice. Reflective practice helps the staff team to make ongoing improvements and to ensure that this is embedded in practice.

The manager works effectively with a range of professionals and has actively challenged others when their responses are not seen to be in the best interests of children. This ensures the best possible care for children. One placing social worker stated: 'They are brilliant. I can't fault them.'

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 difference 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 Ltd

Registered provider address: Keys Group, Maybrook House, Queensway, Halesowen, Worcestershire B63 4AH

Responsible individual: Gemma Moore

Registered manager: Rachel Phillips

Inspector

Sue Young, social care inspector

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