

# SC026991

**Keys Child Care Ltd**

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

The home is operated by a private provider. The home is registered to provide care and accommodation for up to four children who may have emotional and/or behavioural difficulties.

There is a registered manager in post.

There is currently one child living at the home, and they were spoken to as part of this visit.

**Inspection date:** 13 November 2020

## **This monitoring visit**

On 7 August 2020, Ofsted received a complaint which was followed by information from the designated safeguarding officer. The concerns related to the provider not sharing documents to promote the children's health and well-being. As a result, a monitoring visit was carried out on 11 August 2020 to check whether the home was meeting regulations. Following this visit, four compliance notices were issued.

On 16 September 2020, inspectors completed a monitoring visit to assess the progress made by the provider to meet the four compliance notices issued in relation to: regulation 5, engaging with the wider system to ensure children's needs are met; regulation 12, the protection of children standard; regulation 13, the leadership and management standard; and regulation 35, behaviour management policies. Inspectors found that the four compliance notices had been met, and safeguarding practice in the home had improved.

During the current visit, the provider has continued to take steps to improve practice in the home. The staff clearly understand the child's needs and how to keep him safe. Key-work sessions have taken place to help teach the child how to keep themselves safe.

The child living in the home talked about his positive relationship with the staff. He said he was happy living at the home and he continues to enjoy activities including riding his bike and scooter and going to the local skatepark. He said that he has had regular contact with his father and that is very important to him. Although the COVID-19 restrictions have impacted on the face-to-face contact sessions, the staff have arranged additional virtual sessions.

The interior of the home has been redecorated and new flooring has been laid. The home is now clean, bright and updated. The child living in the home has picked new wallpaper to personalise his bedroom, which ensures that he has choices and that he feels happy and safe in his surroundings.

Staff have completed training to increase their knowledge in key areas, including attachment theory, behaviour support and therapeutic parenting. This additional understanding helps the staff to support the child's needs. The staff have completed practical workshops in relation to reporting and recording to improve their skills. This training has been effective, as the recording of documentation in the home has improved.

Each staff member has also completed an individual personal development plan to identify gaps in their skills and knowledge. The provider has provided bespoke training sessions and individual additional support to address the identified gaps. Staff have found this process helpful and said that it has developed their skill base. Staff said that they receive regular supervision and feel supported by the management team.

The registered manager continues to use effective monitoring and review systems to evaluate practice. The manager completes a management checklist to monitor, evaluate and analyse the work undertaken by the staff. This ensures that there is clear management oversight in the home and that any shortfalls in practice can be addressed.

There have been no significant incidents in the home since the last visit and no incidents of physical restraint. Three of the previous requirements will therefore remain in place and will be reviewed again during the next visit.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement    |
|-----------------|-----------------|-------------------------|
| 22/05/2019      | Full            | Good                    |
| 16/10/2018      | Full            | Good                    |
| 06/02/2018      | Interim         | Sustained effectiveness |
| 20/04/2017      | Full            | Good                    |

## 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         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <p>The health and well-being standard is that—</p> <p>the health and well-being needs of children are met;</p> <p>children receive advice, services and support in relation to their health and well-being; and</p> <p>children are helped to lead healthy lifestyles.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require.</p> <p>(Regulation 10 (1)(a)(b)(c)(2)(c))</p> | 30 December 2020 |
| <p>No measure of control or discipline which is excessive, unreasonable or contrary to paragraph (2) may be used in relation to any child.</p> <p>The following measures may not be used to discipline any child—</p> <p>any form of corporal punishment. (Regulation 19 (1)(2)(a))</p>                                                                                                                                                                                                                                                                                             | 30 December 2020 |
| <p>The registered person must prepare and implement a policy ("the behaviour management policy") which sets out—</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p>                                                                                                                                                                           | 30 December 2020 |

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.

(Regulation 35(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))

## Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

## Children's home details

**Unique reference number:** SC026991

**Provision sub-type:** Children's home

**Registered provider:** Keys Child Care Ltd

**Registered provider address:** Keys Care Ltd, Maybrook House, Queensway, Halesowen B63 4AH

**Responsible individual:** Sarah Haworth

**Registered manager:** Wendy Birtwistle

## Inspector

Suzanne Birchall, 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](mailto: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](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](mailto: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](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2020