

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.

Children were spoken with as part of this visit.

Inspection date: 16 September 2020

This monitoring visit

On 7 August 2020, Ofsted received a complaint which was followed by information from the designated 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. The purpose of this monitoring visit was to assess the progress made by the provider to meet the four compliance notices issued. These relate 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. At this visit, the inspectors found that the provider had taken steps to improve staff responses to safeguarding concerns. Furthermore, care planning for children has been reviewed and new monitoring and review systems implemented.

Risk management plans have been reviewed and updated to ensure that they accurately reflect each child's behaviours, risks and vulnerabilities. More pertinently, the strategies for managing risk-taking behaviours such as self-harm are clear. These documents are now discussed as standard agenda items at daily briefings and

managers ensure that they are formally reviewed each week as part of a review of each child's care. Staff spoken to during the inspection showed a good understanding of these plans and could demonstrate how they are supporting children to keep themselves safe. All of the reviewed plans have been shared with all of the professionals involved in the individual children's care.

Since the last inspection, steps have been taken to improve the staff's responses to safeguarding issues. For example, new systems have been introduced so that decision-making processes relating to safeguarding are clearly recorded. Furthermore, the managers have tested the staff's knowledge of safeguarding in individual supervision sessions and in team meetings. Because of these changes, children's welfare is promoted more effectively, and staff are better equipped to recognise and respond to concerns.

Staff have undertaken a range of training courses. This means that staff now have the skills and knowledge to deliver care to children in line with the home's statement of purpose. Specifically, staff are now trained to be able to safely manage children's self-harmful behaviour.

The quality of management oversight and monitoring in relation to behaviour management has improved. Children and staff are now debriefed after each incident of physical intervention. However, it remains a concern that on one occasion the debrief of staff was carried out by a manager who had also been involved in the incident. Therefore, the registered manager cannot be sure that all interventions were carried out safely and in accordance with the home's policies and procedures.

The registered manager has introduced a management checklist, which enables her to routinely monitor, evaluate and analyse the work undertaken by the staff. Daily, weekly and monthly monitoring takes place and has enabled the manager to identify weaknesses and to take remedial action. As a result, the quality of the records and practice has improved. However, despite the systems that are in place, these are not always utilised in the absence of the registered manager.

The home's environment is now adequately maintained. This ensures that children live in a warm, nurturing environment and helps to raise their self-esteem. By taking the initiative, staff can model good approaches to maintaining comfortable personal space.

Significant events involving children have not been reported to Ofsted. A failure to share information with all of the relevant people compromises the safety and welfare of children. Furthermore, the regulator is unable to carry out its monitoring function to ensure that all of the appropriate action is taken by the provider to safeguard children.

No further enforcement action is planned. However, a further inspection will take place to review how these improvements are being embedded to improve the quality of care provided.

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
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans; seek to secure the input and services required to meet each child's needs; and seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5(a)(b)(d))	23/10/2020
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))	23/10/2020
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure—	23/10/2020

that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require. (Regulation 10(1)(a)(b)(c)(2)(c))	
Understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(1)(2)(a)(b)(c)(e)(f)(h))	23/10/2020
No measure of control or discipline which is excessive, unreasonable or contrary to paragraph (2) may be used in relation to any child. The following measures may not be used to discipline any child— any form of corporal punishment. (Regulation 19(1)(2)(a))	23/10/2020
The registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children; the child's placing authority consents in writing to the monitoring or surveillance; so far as reasonably practicable in the light of the child's age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance; and the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24(1)(a)(b)(c)(d))	23/10/2020
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out—	23/10/2020

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")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and 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(1)(a)(b)(3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))	
The registered person must maintain records ("case records") for each child which include the information and documents listed in Schedule 3 in relation to each child; are kept up to date and are signed and dated by the author of each entry. (Regulation 36(1)(a)(b)(c))	23/10/2020
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4; and ensure that the records are kept up to date. (Regulation 37(1)(2)(a)(b)) In particular, ensure that there is a clear record of the staff working in the home at any time.	23/10/2020
The registered person must notify HMCI and each other relevant person without delay if— there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40(4)(e))	23/10/2020

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: Lucy James

Registered manager: Wendy Birtwistle

Inspectors

Elaine Allison, social care inspector

Miss 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 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

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://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
W: www.gov.uk/ofsted

© Crown copyright 2020