

SC026991

Registered provider: Keys Child Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run and managed by an established private provider. It is registered to provide care and support for up to four young people who have emotional and/or behavioural difficulties.

There is a registered manager in post.

Young people were spoken to as part of this inspection.

Inspection dates: 22 to 23 May 2019

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

Date of last inspection: 16 October 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/10/2018	Full	Good
06/02/2018	Interim	Sustained effectiveness
20/04/2017	Full	Good
09/11/2016	Interim	Improved effectiveness

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
The leadership and management standard is that the registered person enables, inspires and leads a culture in the children's home that helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that the home has sufficient staff to provide care for each child. (Regulation 13 1 (a)(b)(2)(d))	03/09/2019
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in schedule 1. The registered person must provide a copy of the statement of purpose to HMCI. (Regulation 16 (1)(2))	03/09/2019
The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year, taking into account the requirement in regulation 12(2)(c) (the protection of children standard). (Regulation 46 (1))	03/09/2019

Recommendations

- The registered person should have a workforce plan. The plan should; detail the necessary management and staffing structure, the experience and qualifications of staff currently working within the staffing structure and any

further training required for those staff, to enable the delivery of the home's Statement of Purpose. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)

Inspection judgements

Overall experiences and progress of children and young people: good

Staff provide individualised care to the young people. For example, staff have individual routines for the young people at bedtime. This is helping the young people settle into a consistent routine. Staff know the young people well. This helps them make progress from their individual starting points. For example, all young people now attend full-time education.

Young people are making progress in their emotional and psychological well-being. Self-harm has reduced. Staff manage this by using alternative strategies. For example, young people have a nurture box with bubble wrap, putty and stress balls. The young people's plans include advice and strategies from the in-house therapeutic service. Staff also meet the young people's physical health needs by making appointments as appropriate.

Staff speak to young people about significant events. For example, when there is a plan for a new young person to move into the home. Young people are spoken with in line with their individual needs and their views are shared with the staff team.

Some young people told the inspector that they like living at the home. They know how to make a complaint and they like the staff team. Young people are supported to do activities, for example gymnastics and cadets.

Staff support young people in seeing their families in line with their care plans. This includes visits to another city and country.

Young people are supported in moving into and leaving the home. For example, staff visit young people before they move in. Tea and overnight visits are arranged. Staff are also supportive when young people move on from the home, because they are involved in young people's moving on plans.

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

Staff understand the risks to the young people. There are child-centred plans in place that include a multi-agency approach to identifying and managing risk. Staff have effective relationships with the police and they work together. For example, risk management meetings are arranged to look at the risks in relation to the young people. This is helping the young people become increasingly safe. Missing-from-home episodes have reduced. Staff know what to do if young people do go missing. Staff follow procedures and young people's individual risk management plans.

The young people have clear and detailed behaviour management plans. These plans include strategies to manage the young people's behaviour. Staff know what these strategies are. This means that the young people receive consistent care.

Staff help young people manage their behaviour by using a variety of strategies. For example, on one occasion staff played a song for a young person to de-escalate a situation. Staff work together to identify triggers to young people's behaviour. This helps contribute to young people's well-being and security.

Physical intervention has been necessary since the last inspection. The manager evaluates the records to ensure that they are proportionate and necessary. Staff spend time talking to young people about incidents of physical intervention. This is working because incidents of physical intervention are reducing.

The home has a locality risk assessment. This doesn't include a risk assessment of the motorway that is near to the home. This must be included so that the area is fully risk assessed.

The effectiveness of leaders and managers: good

There is a manager in post and she is supported by a deputy manager. Both managers have high expectations for the young people. They know the young people well and oversee their individual plans. The deputy manager devised person-centred plans for the young people. These are individualised. Plans also evidence the progress that young people have made.

Staff said that they like working in the home and that they feel supported in their roles. The staff work as a team and share their practice. Staff have regular supervision. Some staff said that supervision is helpful. Staff also said that they have regular training to support them in their roles.

Staff work with social workers, health and education professionals. There is regular communication in place. Some young people's social workers are very positive about the home. They commented on the progress that young people have made. One social worker said that she is 'impressed' with the care that the staff provide to young people.

The manager monitors the young people's plans and she is fully involved in their care. The inspector observed warm relationships between the manager and young people.

There are currently staff vacancies in the home. Some staff work extra hours to compensate for this. This is providing consistency for the young people. However, this means that some staff are working very long hours. This includes staff who are on probation. The manager recognises this, and she is advertising to recruit staff.

The home's statement of purpose needs to be sent to Ofsted as stipulated in the regulations.

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: SC026991

Provision sub-type: Children's home

Registered provider: Keys Child Care Limited

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

Responsible individual: Sylvia Eboigbe

Registered manager: Wendy Birtwistle

Inspector

Catherine Fargin, social care inspector
Sarah Oldham, social care inspector

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