

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 by a private company. It provides care for up to four children, aged between five and 18 years of age, who may experience social or emotional difficulties. The provider uses a psychologically informed model of care.

The manager registered with Ofsted in January 2017.

Inspection dates: 23 and 24 May 2023

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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Date of last inspection: 14 June 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/06/2022	Full	Good
17/03/2022	Full	Requires improvement to be good
22/05/2019	Full	Good
16/10/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Four children live in this home; two of the children moved in during the past year. One child also moved out of the home as a part of a planned move, which was a positive experience for all involved. When children move in, their move is well planned, which minimises any worries for them.

Children make clear, measurable progress from their starting points. Staff help them settle into the routine of the home and they are encouraged and supported to form relationships with all of the children that live there. While this can be challenging, the manager and staff have good understanding of which groups of children work best together and activities are tailored accordingly.

All of the children in this home are in education and have a high level of attendance. Staff are aware of children's targets and encourage them to do well. One child on a part-time timetable undertakes educational work with the staff and has worked hard on well-being issues. As a result, his behaviour has been more settled in the home.

Children have the opportunity to express their views and actively participate in decisions that affect their lives. The staff provide mechanisms for children to be heard, such as regular meetings, consultation processes and advocacy services.

Children, regardless of their needs and abilities, are able to access a range of activities. Some children attend groups and clubs, while others participate in sports and exercise. Children are encouraged to pursue their hobbies and have opportunities for new experiences. This supports children to develop their talents and interests.

Children are supported to develop their independence skills regardless of learning needs and developmental stage. This gives children a sense of responsibility and maturity, and prepares them for adult life.

Children who wish to explore their identity are supported by staff to do so. Staff are non-judgemental and accept children for who they are.

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

Children say that they have good relationships with their staff. Staff have proactively got to know children and tailor their care to the needs of individual children. This means that previous negative behaviours have reduced, and children are more settled.

Risks in relation to children are discussed in team meetings and staff supervision sessions. This provides a platform for safeguarding concerns to be discussed and

suitable training to be identified. This ensures that staff feel secure in their knowledge of how to manage risks.

Staff have the skills, knowledge and understanding to help children and keep them safe. Their practice is supported by comprehensive written information about children from their placing local authorities, as well as internal support plans and risk management plans.

Physically holding children is rarely used in the home. This helps children manage their emotional distress in a more constructive way and helps build trusting relationships between children and staff.

Children who make complaints or allegations are listened to and action is taken to support them. They are informed of any outcomes and are able to have their say about it. This makes children feel valued and their voice heard.

The effectiveness of leaders and managers: good

The manager holds regular supervision sessions, team meetings and training. This provides an environment for staff to reflect on the children's experiences and their training needs. The support provided to the team allows staff to develop their practice and gives them an opportunity to share knowledge to better meet the needs of children in their care. The staff team acts as a supportive network for each other and provided positive feedback about the support they receive from the manager.

The manager has successfully challenged placing authorities when care plans were not in the best interests of the child. She attends regular meetings with other professionals to look at children's risks and the future planning to reduce their risks.

The staff have undertaken the organisation's mandatory training. An appropriate amount of staff hold a relevant level 3 qualification in residential childcare or are working towards it. A member of staff said that their induction was comprehensive and supported her to understand the role and the responsibilities of the job.

The manager ensures that only appropriate and safe people work in the home. New staff members are nurtured to understand the role, and when any issues arise, swift action is taken to address them in line with policy. This means that children are cared for by appropriate people who understand them best.

The manager challenges local authorities when information is missing or not received in a timely manner. She attends regular meetings about the children the home cares for and feedback from social workers reports that she is a good communicator.

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

Statutory requirement

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 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))	30 June 2023

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, 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, Second Floor, Queensway,
Halesowen B63 4AH

Responsible individual: Thomas Cappleman

Registered manager: Wendy Birtwistle

Inspector

Sally Mitchell, Social Care Inspector

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