

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 are currently three children living at the home, and they were spoken to as part of this visit.

Inspection date: 25 January 2021

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.

A further monitoring visit took place on 13 November 2020 and the provider had taken steps to improve practice in the home.

This monitoring visit was conducted in line with regulation when there are potential concerns identified in relation to safeguarding notifications sent to Ofsted.

There have been some significant incidents in the home and a small number of physical restraints. These have been managed well. When restraint has been used, it has been necessary in order to protect the child from harm. Each incident of restraint is recorded in detail and contains managerial oversight. This helps to ensure that any learning from the incident is identified, which helps to improve practice. The children and the staff team receive a debrief following any incidents of restraint, which means they have an opportunity to raise any concerns.

Two children have moved in to the home since the last monitoring visit. The matching process has improved. It identifies the different needs of the children living in the home and considers the compatibility of the group. The quality of the matching process has helped to ensure that the three children living in the home share positive relationships with each other.

The children share positive relationships with the staff and feel happy and safe living in the home. One child said, 'The staff are great. The home is amazing.' The staff clearly understand the children's needs and identified risks and follow the agreed strategies. There are detailed risk assessments for each child, which are regularly reviewed following incidents. This ensures that children are kept safe and that strategies are effective in managing risk.

One child had not engaged in education for a significant period of time prior to moving in to the home. He is now engaging in structured educational sessions provided by the staff team. There are clear plans in place to ensure that a suitable education provision is found. The child's social worker provided positive feedback in relation to the standard of care he receives. The social worker said, 'He appears happy, he likes the structure and the staff offer him lots of nurture and I think this is why he has made good progress.'

The manager has worked closely with health professionals to ensure that the children's physical and emotional health needs are met. The manager has arranged for additional training as recommended by health professionals in relation to supporting children with attachment difficulties. This training will provide further strategies on how best to provide the right support for the children's needs.

Staff have continued to be supported to progress with their individual personal development plans. The staff continue to feel supported by the management team.

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

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: Mark Dickinson

Registered manager: Wendy Birtwistle

Inspector

Suzanne Birchall, Social Care Inspector

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