

SC026991

Registered provider: Keys Child Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. It provides care for up to four children who may have social and emotional difficulties.

At the time of the inspection, the home was providing care for four children.

The manager registered with Ofsted in January 2017.

Inspection dates: 28 and 29 April 2025

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

Date of last inspection: 24 June 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/06/2024	Full	Good
23/05/2023	Full	Good
14/06/2022	Full	Good
17/03/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

There are four children living in the home. They have developed strong relationships with staff. This has contributed to the children feeling settled in the home and making progress from their individual starting points.

Children attend school and make academic progress. One child was selected to have their poem published in a school competition, which staff acknowledged and celebrated within the home. This helped the child develop confidence and a sense of pride in their achievements.

Staff support children in developing and maintaining friendships. Children have been able to maintain existing friendships from other areas through staff understanding the importance of children's social connections. Children said staff care and that they feel valued.

Children are encouraged to participate in a range of activities, both in the home and in the wider community, enhancing their confidence and social skills. Staff encourage children to choose their own activities, which can involve friends. This supports children to widen their opportunities for positive friendships.

Staff support children to see those who are most important to them. Staff have positive relationships with family members, ensuring that children have meaningful family time. Family members said that staff have helped to create bonds between them and their children through supporting behaviour and positive relationships.

Children live in a clean and well-presented home. The manager and staff actively involve children in decisions regarding the home environment and quality of care provided. By valuing children's opinions, children have a sense of ownership and respect for their home.

Staff treat children with dignity and respect, and their identities and personal choices are respected. This inclusive approach ensures that all children feel accepted and appreciated.

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

Children feel safe and cared for by staff. One child said that the staff feel like family. Staff provide a warm and nurturing environment, which contributes to the emotional well-being of the children.

Staff understand each child's individual needs, including their risks and challenges. This enables staff to provide tailored support, ensuring that children receive the guidance necessary for their personal development and safety.

Staff are skilled in de-escalating incidents, ensuring a calm and controlled environment. The use of restraint is kept to a minimum, with physical intervention employed as a means of redirection rather than restraint. These interventions are brief and have contributed to the development of improved coping strategies among children.

Children feel like they have a voice. They know the complaints process and feel confident that their concerns will be heard and addressed. This enables them to express themselves confidently. This was demonstrated when a child received an official response to a complaint and an agreed resolution was reached.

Staff provide clear boundaries and expectations for children. By encouraging accountability for decisions, the staff reinforce positive behaviour and support children in making responsible choices.

The effectiveness of leaders and managers: outstanding

The manager has high expectations for achieving the best outcomes for children. They lead by example, inspiring staff to strive for excellence in their practice. The manager and staff know the children well. This ensures that care and support are tailored to meet the individual needs of each child.

Staff express high regard for the leadership provided, noting that it inspires them to achieve higher standards in their work. This positive feedback reflects a strong team dynamic and a shared commitment to the children's care.

Staff receive regular supervision, including informal check-ins, which clarifies expectations and promotes professional growth. This support helps staff to develop their skills and provide good care to children.

New staff receive an induction and undertake a training programme. Experienced staff pair with newer staff members to support them in the role. This approach helps new staff develop confidence and competence.

The manager is aware of the home's strengths and weaknesses, using this in guiding the staff towards continuous improvement. This has aided planning for staff appraisals and focusing on specific training needs.

The manager and staff work with external professionals to support the children. This supports effective planning for children that drives progress.

Staff advocate for the children, with the manager actively participating in meetings to ensure the best interests of the children are at the forefront of planning. This includes sharing the voice of the child through prior consultation.

The manager has successfully integrated research and best practices into team meetings and interactions with children, promoting a culture of learning and professional development.

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: Keys Care Ltd, Maybrook House, Third Floor,
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Responsible individual: Thomas Cappleman

Registered manager: Wendy Birtwistle

Inspectors

Paul McKay-Smith, Social Care Inspector
Claire Hobbs, Regional Inspection Manager

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