

SC028174

Registered provider: Keys Direct Care Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a private organisation. It provides care for up to three children with emotional and social difficulties. The manager registered with Ofsted in September 2023.

Since the last inspection, one child has moved out of the home. At the time of this inspection, two children were living at the home. The inspector observed both children and spoke to one child.

During this inspection, the inspector was aware that a serious incident that occurred at the setting since the last inspection is under investigation by the appropriate authorities. While Ofsted does not have the power to investigate incidents of this kind, actions taken by the setting in response to the incident were considered (where appropriate) alongside other evidence available at the time of inspection to inform the inspector's judgements.

Inspection date: 4 December 2025

Date of last inspection: 29 July 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The manager and responsible individual have implemented a development plan to improve the quality of care for children. Of the three requirements identified at the last inspection, two have been fully met. Progress has been made towards the third.

Staff have created plans of care for children that reflect known needs and associated risks. The manager and staff regularly review these plans. Staff are familiar with the plans and either know the details or refer to them when unsure. For example, staff know what action to take if children go missing. This ensures consistent and informed practice.

Following some errors in the administration of medication, the manager has taken action to improve staff practice. There are now plans in place to allow a child to self-administer some medication independently. Staff speak to children about their health and medication needs. When children decline their medication, staff understand how to respond. They provide appropriate support and encouragement to help children feel comfortable in taking medication. When children express concerns about prescribed medication, staff are proactive in seeking medical advice.

Staff provide tailored support to meet children's individual needs. Staff encourage children to access specialist health services. If children decline this support, staff have regular conversations with children to try and promote engagement. Staff seek ongoing specialist advice and consultation to ensure they can offer the right help when needed. The manager monitors children's health, which ensures timely responses to any change in need.

The manager has reviewed staff's approach to supporting children who display behaviour that may challenge. Staff now rarely use imposed consequences. Instead, staff talk with children about their behaviour and help them understand natural consequences. The manager has developed practice to ensure that staff respect children's privacy while keeping children safe. Staff now use a restorative, proportionate and therapeutic approach that is focused on building relationships.

The manager takes appropriate action in response to allegations. This includes consideration of safeguarding measures and informing relevant safeguarding agencies. Where lessons have been identified, the manager implements these to strengthen practice.

Staff actively seek children's views and use creative approaches to capture them. One child has attended team meetings to explain how they want to be cared for. Staff demonstrate the importance of listening to children and acting on what they say. The manager ensures that when children make complaints, any learning identified is shared with the team.

The manager has worked closely with staff to promote an open team culture. This includes exploring professional boundaries and embedding the ethos that underpins the therapeutic care provided to children. The manager has recruited new staff to the team. Staff report feeling supported by each other and the manager. Staff receive regular reflective supervision that focuses on the well-being of staff and the needs of children. Staff come together regularly to have team meetings, and these are used as an opportunity to grow as a team, learn new skills and review the care provided to children.

Staff support children in creating and maintaining positive relationships with each other and with staff. They recently helped a child and their peer to spend time together safely. However, current dynamics between the children still require support. One child has expressed they do not always feel safe and lack trusting relationships with staff. The manager has planned work to help staff and children improve these relationships, but this work has not yet taken place or had an impact.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/07/2025	Full	Requires improvement to be good
20/05/2024	Full	Good
23/01/2024	Full	Requires improvement to be good
13/07/2022	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 must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person must comply within the given timescales.

Requirement	Due date
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; strive to gain each child's respect and trust; de-escalate confrontations with or between children, or potentially violent behaviour by children; understand and communicate to children that bullying is unacceptable; and have the skills to recognise incidents or indications of bullying and how to deal with them; and	29 January 2026

that each child is encouraged to build and maintain positive relationships with others.

(Regulation 11 (1)(a)(b)(c) (2)(a)(iii)(iv)(v)(viii)(xi) (xii)(xiii)(b))

In particular, ensure that staff understand what bullying is, how it manifests and how it affects children.

Children's home details

Unique reference number: SC028174

Provision sub-type: Children's home

Registered provider: Keys Direct Care Limited

Registered provider address: Maybrook House, Third Floor, Queensway,
Halesowen, West Midlands B63 4AH

Responsible individual: Katie Harrison

Registered manager: Sarah Simington

Inspector

Laura Copus, 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 children looked after, 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.

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 2025