

SC033817

Registered provider: Keys Direct Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and provides care for up to 4 children who may experience social and emotional difficulties.

At the time of this inspection, 3 children were living at the home. The inspector spoke with all 3 children.

The manager registered with Ofsted in August 2024.

Inspection dates: 17 and 18 March 2026

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: 11 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/02/2025	Full	Good
19/03/2024	Full	Good
08/03/2023	Full	Outstanding
28/09/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children benefit from a warm and inviting environment. The home looks and feels like a family home, which the children appreciate. Children's views about what the home looks like are sought and actioned, and children have autonomy over how their bedrooms are decorated and furnished. This gives children a sense of ownership and pride.

Children are encouraged to maintain significant relationships with their families and friends, even when they are living far from their home area. Staff know the children's family backgrounds well and help them navigate complex family relationships.

Children's views and wishes are sought in various ways, and staff consider their preferred communication methods. For example, one child does not wish to have sight of any paperwork or attend meetings; therefore, the home offers one-to-one consultation in an informal manner, and key-work sessions take place in a natural way, such as during car journeys. However, when children have contributed to meetings or investigations, they do not always receive feedback, and the feedback they do receive is formal in language and presentation.

All children attend school, and their individual achievements are celebrated. Some children attend school out of area, and staff provide support with lengthy journeys. Staff work collaboratively with education providers. Staff from one child's school said that there is daily communication from the home, and staff will always come into school at drop-off or pick-up time to 'touch base' in person.

Managers ensure that staff receive training to meet the needs of the children they care for. One child has a significant health need, which only transpired after they moved into the home. All staff have received relevant training and demonstrate competence in administering care and seeking medical assistance appropriately.

Children's interests are embraced, and they have memorable experiences. One child has received support to attend music concerts by their favourite artist. One staff member who supported them said, 'Seeing [name of child] let go of inhibitions was such a pleasure.' Staff foster children's individuality. For example, when one child did not wish to engage with sports day, they were encouraged to engage in an alternative physical activity, raising money for charity to support an animal shelter. The child selected this charity due to the care they had offered some wild rabbits that had been injured on the grounds of the home. The home went on to adopt two rabbits from the shelter. This was a positive learning experience, engendering a spirit of generosity and compassion.

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

Children experience nurturing relationships with staff, and this has contributed to reductions in risk-taking behaviour and improvements in children's emotional wellbeing.

Staff understand safeguarding procedures and respond appropriately when children go missing. Allegations are thoroughly investigated, and all relevant agencies are kept informed.

Children's care plans and risk assessments are up to date and tailored to their individual needs and behaviours, providing staff with clear guidance on what actions and responses work best to help children in crisis. The plans are informed by what children say helps them, which promotes trusting relationships and helps children recognise tools for self-regulation.

Children seek support from staff when they harm themselves, and incidents of self-injurious behaviour have reduced significantly. Staff respond promptly and ensure that risk assessments are updated. Staff benefit from consultancy with a self-injury specialist to guide practice and increase confidence in managing distressing incidents.

When physical intervention is used, it is proportionate and used only after de-escalation techniques have been attempted. However, there are occasions when more could have been done to avoid the need for physical intervention.

The effectiveness of leaders and managers: good

The home benefits from a strong leadership team that receives support from its counterparts in the other regional homes in the organisation. This provides opportunities for sharing ideas and good practice, as well as allowing for dynamic staffing arrangements.

The manager carefully recruits staff. As a result, children benefit from carers who have a wealth of relevant and transferrable skills and experience. A deputy manager has been recruited since the last full inspection, and this has strengthened the manager's oversight of the home.

Staff benefit from regular supervision and say they feel supported and valued. The manager recognises the emotional demands of the role, and staff wellbeing is always on the agenda during supervision sessions and team meetings.

Managers promote staff learning and development, strengthening skills in the team. An 'awareness board' in the staffroom prompts staff to complete a different workbook each month on various topics to develop knowledge and skills.

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

Recommendation

- The registered person should ensure that children are consulted regularly on their views about the home's care to inform and support continued improvement in the quality of care provided. Due consideration should be given to the child's cognitive ability in the development and implementation of any consultation processes. Children should be able to see the results of their views being heard and acted on. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.10)

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: SC033817

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: David Bartlett

Registered manager: Emma Disney

Inspector

Jenna Allen, Social Care Inspector

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