

SC033817

Registered provider: Keys Direct Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is owned by a private organisation. It is registered to provide care for up to four children who may have social and emotional difficulties.

There were three children living at the home at the time of the inspection.

The home is led by a manager who has applied to register with Ofsted.

Inspection dates: 19 and 20 March 2024

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **requires improvement to be good**

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

Date of last inspection: 8 March 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/03/2023	Full	Outstanding
28/09/2021	Full	Outstanding
23/07/2019	Full	Good
05/06/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The children's home is in a rural location and set in large gardens. Outside of the home, there are large areas for children to play and spend time together. The home is decorated to a high standard and has a relaxed feel. It is well maintained and feels like a family home. There are photos of children spending time with staff and sharing positive experiences. Children's bedrooms reflect their personalities, ages and interests. The children have input into the decoration of the home and their personal spaces.

The children and staff have developed positive relationships. The staff support and encourage children to form healthy attachments. Staff are nurturing and listen to children's wishes and feelings. The staff and manager are good at supporting children through emotionally difficult moments. Children feel safe and supported to navigate the effect that past trauma is having on them. All the children could be seen to enjoy each other's company and have fun together. This again helps to develop relationships between the children.

Children spend time with their families. The manager and staff have a clear understanding of each child's family dynamics. Staff know the effect it can have on children, so children have a clear voice in planning their time with their families. The manager and staff support children to talk about how they are feeling. One child's social worker said, 'He really looks forward to seeing his family, and the staff always support him.'

The manager and staff focus on helping children to make progress with their education. Children are enrolled in schools. Some children have moved to the home from other counties. The staff have supported them to continue attending their original schools to promote continuity in education. Children change to local schools when they feel ready. Staff have taken a leading role with professionals for one child who stopped engaging with their school. Staff have advocated tirelessly on the child's behalf. The staff have attended meetings to find ways to help the child re-engage. The child's social worker said, 'They are going above and beyond to try and create the education package for the child. I could not see how they could do more.'

Children's health and well-being are promoted and supported by the manager and staff. All the children are encouraged to try new and healthier foods. The staff create fun ways to help children explore different tastes and ingredients. Children's cultural backgrounds are celebrated. Children and staff are supported to share this as a group. Christmas was a celebration of different cultural foods and traditions. This was a positive family experience. Children's well-being improves because staff create a loving and secure environment for them.

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

Children feel safe living at the home. Staff know children's support plans well. This helps children learn how to express themselves in a safe way and make good decisions. The manager has experience of identifying risk. Staff have clear guidance on how to reduce risk. One child's plan was not followed, meaning they were not supported with an identified risk. This was an isolated incident and is not a widespread concern.

Staff know what to do when children go missing from home. Staff respond and work with wider professional services to return children safely. Safety plans for children are clear, detailed and up to date. Incidents of children going missing from home are low. Professionals ensure children have time to talk when they return to ensure they are safe. The manager and staff build information around why children go missing. This helps to reduce incidents.

One child has an emerging health risk. The staff have done everything possible to support the child. The manager has ensured that staff are trained to respond safely to the risk. All the children and staff have been supported with their understanding of this. Staff have considered how it impacts on them. This has been a group response like any normal family, and the child feels cared for.

Children know how to make a complaint, and they have access to independent advocates. When children do complain, it is supported and investigated by the managers. Professionals involved with the child are communicated with appropriately. Children receive responses and are listened to. Children are helped to understand conclusions and decisions relating to concerns they raise. There have been occasions when staff have delayed sharing information from children. This has not resulted in children being at risk.

The effectiveness of leaders and managers: requires improvement to be good

The home has a new manager. They worked in the home previously and know the children and the staff well. The manager is passionate and committed. They have high aspirations for children's progress. The manager is receiving good support from an experienced responsible individual. The responsible individual knows the children and staff well. The manager is not yet registered with Ofsted but has submitted their application, as they understand the importance of this.

There are vacancies in the staff team. Currently, there is no deputy manager. There is an ongoing recruitment process to fill vacancies. The manager has high expectations for appointing the right people to work in the team.

Some of the staff are new and still developing. Newly appointed senior staff have some shortfalls in their practice. They are learning how best they can support the team. The manager recognises that the team has development needs. There are

robust workforce plans in place for the coming year. Staff including the manager are working towards attaining the relevant qualifications.

Relationships with professionals are good. They all speak highly of the home and the manager. Staff like working at the home, and the team is starting to be more cohesive. Some dynamics within the structure and efforts of staff leave the manager frustrated. The manager often covers shortfalls. This has an impact on their ability to have the necessary oversight in the home.

The manager has a clear understanding of the experiences that lead to children making progress. They advocate for children, and they challenge when services are not effective. The manager ensures that children living in the home are well matched. Planning for admissions is robust and effective. This means children are happy living together most of the time.

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

Statutory requirements

This section sets out the actions that the registered person(s) 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(s) must comply within the given timescales.

Requirement	Due date
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received. (Regulation 13 (1)(a)(b) (2)(b)(c)(e)(g)(ii)) This specifically related to the professional development of new staff to the home and those that have taken on more senior roles. It also relates to the need for recruitment of staff for key roles within the leadership of the home.	21 May 2024

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, Second Floor, Queensway,
Halesowen, Worcestershire B63 4AH

Responsible individual: David Bartlett

Registered manager: Post vacant

Inspector

Chris Haines, 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 looked after children, 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 enquiries@ofsted.gov.uk.

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 2024