

SC034944

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 managed by a large private provider and provides care for up to four children who may have emotional and behavioural difficulties.

At the time of the inspection, four children were living at the home.

The current manager has been registered with Ofsted since February 2017.

Inspection dates: 6 and 7 February 2024

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 14 March 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/03/2023	Full	Outstanding
01/12/2021	Full	Outstanding
21/10/2019	Full	Outstanding
06/09/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children living at the home are making exceptional progress. Children currently living at the home are in the younger age range, and staff are skilled at supporting younger children. They are able to adapt their practice to meet the needs of the individual children.

A stable staff team puts children at the centre of its practice and provides consistency for them. Staff practice continues to develop, ensuring that there is a nurturing and therapeutic approach to caring for children. Structured routines and boundaries are in place. This provides children with a sense of permanence and belonging.

Children have trusted and secure relationships with the staff team. Staff are highly skilled and committed to supporting children. Children will readily seek out hugs and comfort from staff. Staff really enjoy working at the home and said that they love their role. A member of staff described their role as 'beautifully rewarding'.

Staff are ambitious for children and support them to attend education. When children have faced barriers to their learning, staff have responded quickly to reduce any impact that these barriers may have on their learning. There has been effective liaison with headteachers of the virtual school so that children receive the right support. Children are now attending regularly and are ready to learn. They are thriving and making excellent progress from their individual starting points.

Managers and staff understand the complexities and difficulties children experience in their day-to-day lives. Staff are committed to ensuring that the individual children have opportunities to develop their confidence and self-esteem. Children who have previously struggled to develop relationships with their peers and access community activities have gradually been introduced to activities such as football, dance, horse-riding and swimming. This approach means that children are building confidence and having the opportunity to develop friendships with children of the same age.

Managers and staff ensure that they spend quality time with each child. Activities with children, such as going for walks on the beach, going on a bicycle ride or watching children at their football matches, promote their sense of feeling valued. Children are now able to manage their relationships with each other. There is significant evidence of change and improvement because of the excellent quality of care provided.

Managers and staff promote children spending time with each other. Mealtimes are an important part of the children's routine. Staff use this time as an opportunity to promote the children's relationships with each other.

Managers and staff are committed to supporting children with complex needs. Managers have accessed a number of different interventions such as play therapy and eye movement desensitisation and reprocessing (EMDR) therapy to support children to remain living in the home. When this has not been possible, there has been highly effective planning so that specialist provision is identified to support positive transitions for children.

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

Managers and staff understand their roles and responsibilities in protecting children. Clear plans set out the individual risks for each child and triggers for behaviour. Plans are detailed and set out actions staff need to follow to ensure that children are safe. Staff respond with appropriate boundaries about what is safe and acceptable for each child. Children trust staff and say that they feel safe.

Children who have made disclosures about past harm have been sensitively supported. Staff understand trauma. Research has been used to develop their skills and understanding of incidents such as sexualised behaviour. Staff have regular meetings with the home's therapist so that the care provided and progress can be reviewed. This has resulted in children feeling secure and being able to share information about their past traumatic experiences.

Staff recognise that children need to feel safe and secure. A nurturing environment has led to children being supported to manage their feelings safely. Positive behaviour is consistently promoted. Staff use effective de-escalation techniques and creative alternative strategies. This has led to a reduction in the number of incidents of physical intervention.

Children are supported to spend time in the community with friends, which is managed in line with the child's age and presenting risk. Children understand what is expected, and staff maintain contact with them. Children, together with staff, have put in place their own safety plans. Children understand why this is necessary and are encouraged to learn from any incidents when things do not go to plan.

The effectiveness of leaders and managers: outstanding

The home is managed by a suitably qualified and experienced manager. Her knowledge of the children is exceptional. The manager is inspirational and continues to lead a highly skilled, experienced and consistent staff team.

There is a strong commitment to ensuring that children are supported to make progress. The manager and staff have high expectations and aspirations for children.

The manager and staff have created an atmosphere in the home that is nurturing and safe, which is helping the children to flourish. The manager is influential in changing the lives of children. The manager has relentlessly challenged decisions for

children when it has been in their best interests, which has resulted in improved outcomes for children.

The manager has high expectations of staff to improve the lives of the children they care for. This is reflected in her oversight and monitoring of children's experiences. Staff receive regular appraisals, supervision and team meetings which are underpinned by research and development, such as on managing sensory overload, separation and loss.

The manager leads by example, and she has introduced innovative and creative ideas to sustain the highest quality of care for children. A cartoon video has been created so that children understand how to make a complaint. Individual storybooks have been created so that children can identify their feelings and the progress they have made from their starting points.

Professionals involved with the children, such as social workers and headteachers, report that all children are receiving the best possible care. One social worker said, 'All staff are well informed and trained to a high standard. Staff are passionate about supporting the child to be the best version of themselves.'

Children are receiving high-quality care from a consistent and stable staff team that places the needs of the individual children at the centre of its practice.

No recommendations or requirements have been made.

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: SC034944

Provision sub-type: Children's home

Registered provider: Keys Child Care Limited

Registered provider address: Maybrook House, Second Floor, Queensway,
Halesowen B63 4AH

Responsible individual: Natalie Yates

Registered manager: Maureen Gibbons

Inspector

Nicola Forrester, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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