

SC034944

Registered provider: Keys Child Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. It offers care for up to four children who may experience social and emotional difficulties.

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

The manager registered with Ofsted in February 2017.

Inspection dates: 11 and 12 March 2025

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: 6 February 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/02/2024	Full	Outstanding
14/03/2023	Full	Outstanding
01/12/2021	Full	Outstanding
21/10/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children living in this home make exceptional progress. They receive nurturing and individualised care that leads to meaningful change and improvement in their lives. The registered manager ensures that relevant research and resources are used to inform and improve practice across the staff team. Children benefit from excellent, innovative care and are cared for by staff who have high aspirations for children's futures. One social worker said, 'If there was another word above outstanding, that would be [name of home]. They are the best home I have worked with.'

Children live in a warm and welcoming home. Children are proud of their bedrooms, which are personalised and decorated to reflect their interests. The home is thoughtfully adapted to suit their individual needs and allows children to spend time together or apart.

Children have fun. They are supported and encouraged to take part in a wide variety of hobbies and staff are fully immersed in the children's individual interests and activities.

Children are always supported to attend their routine health appointments and staff encourage and help children to enjoy a healthy lifestyle. The staff team strongly advocate on behalf of the children to ensure that they receive the healthcare they need.

Staff consistently challenge external agencies to ensure that children receive the right support in education and are supported to access the most appropriate provision to meet their individual needs. Staff share strategies and offer support to schools to ensure that children are achieving and thriving in their education settings. One teacher said, 'Staff are brilliant. They are always ready and willing to share any information that might help us support [name of child].'

Children's relationships with their family and friends are well supported by staff, who understand the significance of these relationships. Children have been able to spend meaningful time with people who are important to them and staff work closely with families and external professionals to ensure that children's identities are promoted through quality family time.

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

Children benefit from consistent and effective help and protection. The well-being of children is at the forefront of staff's practice and children say that they feel safe. Children have caring relationships with staff, and they listen to staff's advice and guidance. Staff use a therapeutic, child-focused approach to establish and maintain trusting relationships with children, who know that staff keep them safe. One child said, 'I love all of the staff and I know they love me.'

Children have fair and consistent routines and boundaries in place, which staff help them to understand. Staff know the children and are proactive in their use of children's individual behaviour support and risk management plans to predict and manage any potential concerns or incidents. Plans are regularly updated and reviewed to ensure that staff know how to best respond to any new or emerging risks. The strategies in place to manage risks are thorough and created with therapeutic input.

Targeted direct work is undertaken with children on important issues. This includes any matters specific to individual children and planned group work to support children to maintain safe and positive relationships with each other. The registered manager uses information from a range of sources to develop direct-work plans. This ensures that children are supported by the most current and relevant research.

There has been a reduction in incidents resulting in physical intervention. Children are only held as a last resort and staff use child-led strategies to de-escalate situations. Records of incidents are clear and detailed, and children's views are always sought and used to develop and promote good practice.

The effectiveness of leaders and managers: outstanding

The home is led by an experienced and dedicated registered manager. She strongly advocates for the children in her care and challenges both staff and external professionals to have the highest possible aspirations for each individual child. One social worker said, 'I'm in awe of the manager and the staff and the work that they do.'

The registered manager is supported by a consistent and experienced staff team who are equally dedicated and share the same values. Staff are knowledgeable, child focused and determined to make a positive difference for the children. Staff say that they love coming into work and that the registered manager is supportive, kind and approachable.

Staff receive helpful and regular supervision which allows them to reflect and develop their practice. Team meetings are always used to ensure that there is a consistent and therapeutic approach across the staff team. Additionally, they are an opportunity for the registered manager to share relevant and up-to-date research in social care practice.

The registered manager prioritises training and development opportunities for staff and is supported to further develop her own learning. Staff have access to a broad range of training to support the presenting needs of the children.

The registered manager knows and continues to build on the strengths of the staff team, and she has clear plans for ongoing development. Records are clear and informative and the management oversight is evident in records. The registered manager continuously reviews practice in the home and uses internal and external monitoring to provide children with the best possible care.

No requirements or recommendations 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: Keys Care Ltd, Maybrook House, Third Floor,
Queensway, Halesowen B63 4AH

Responsible individual: Natalie Yates

Registered manager: Maureen Gibbons

Inspector

Justina Henry, Social Care Regulatory Inspector

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