

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. It is registered to provide care for up to four children of either gender.

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

Inspection dates: 14 and 15 March 2023

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: 1 December 2021

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/12/2021	Full	Outstanding
21/10/2019	Full	Outstanding
06/09/2018	Full	Outstanding
05/09/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are exceptionally well cared for. They are supported to form strong and positive relationships with staff who care about them. These relationships enable children to feel safe and secure and underpin the significant progress that children make.

Children benefit from the relaxed atmosphere in the home. During the inspection, children were observed laughing with staff and talking comfortably about the day's events. Children told the inspector that staff support them and 'make things better'.

At the time of the inspection, four children were living at the home. Since the last inspection, one child has left and one child has moved in. Transitions into and out of the home are well planned and carefully considered. When a child moves in, sensitive and individual planning is put in place to ensure that they are warmly welcomed.

The team has high aspirations for children. Staff consistently encourage children's learning, including children who have previously had negative experiences of education. As a result, children have made remarkable progress in their education.

Children enjoy a range of exciting activities. This helps to increase children's sense of well-being, as well as providing opportunities for children to develop positive peer relationships.

Children choose to spend time, and have fun, with staff. Family time for children is actively encouraged. Family members receive a postcard each month keeping them up to date with their child's achievements and progress.

The home is decorated and furnished to an exceptionally high standard. A significant amount of care and attention has been taken to provide a calm, welcoming home with a family feel. There are photos of children on display in communal areas. Children's bedrooms are personalised. This helps children to develop a sense of belonging in the home.

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

The manager and staff know the children in their care exceptionally well. Children's risks and vulnerabilities are well understood. Detailed risk and behaviour management plans identify children's risks and include strategies for staff to follow to keep children safe.

Staff recognise the signs that indicate a child may be at risk of harm. They understand their responsibilities for protecting children. Staff know what they must do when they have concerns about a child, and they follow statutory safeguarding guidance.

Children's emotional health needs are well met. All staff have a good, research-based understanding of child development and the effects of early life experiences.

Responses to children are measured and consistent across the staff team. Staff use research-informed practice to help them to understand children's behaviours and to support children to understand their own behaviours. This means that children learn how to manage their behaviours positively, building their confidence and helping them to regulate their emotions.

Children rarely go missing from home. When incidents do occur, staff are fully aware of their roles and responsibilities, and they implement the missing-from-home procedures immediately. The staff work very closely with parents, carers, police and social workers to ensure the swift and safe return of the child. Detailed records are maintained with effective oversight from the manager.

All staff receive training in de-escalation and physical intervention techniques. Incidents of staff holding children to keep them safe are rare. Following any incidents, reflective debriefs take place with children and staff and any learning is implemented into practice in the home.

The home is a safe and secure physical environment. All required health and safety checks and procedures, including the routine servicing of equipment, are up to date. Fire safety precautions are explained to, then practised and understood by, the children and any new staff starting in the organisation. Damage to property and wear and tear of fixtures and fittings are quickly addressed.

The effectiveness of leaders and managers: outstanding

The manager is a determined and inspirational leader. She has considerable expertise in looking after children and leading a staff team.

Managers and staff have effective working relationships with parents, social workers, schools and health professionals. They work together to make sure that the arrangements for children's care and support are applied consistently in every setting. This ensures that children are at the centre of a network of support and, as a result, have the best possible experiences. One social worker said, 'She has built positive relationships with all staff members and now attends a number of community activities.'

Leaders and managers provide staff with excellent support and guidance. Staff use practice-related supervision and team meetings to reflect critically on children's progress and on their own professional practice. They also have access to annual appraisals to support them to identify any learning needs or development

opportunities. The organisation supports staff development with a structured career pathway. Managers make sure that all staff receive high-quality training, which is tailored to the personal needs of the children they are caring for.

Monitoring systems are in place to enable leaders and managers to understand the strengths of the home and areas for improvement. The manager ensures that they only care for children whose needs they can meet safely. Well-planned staffing arrangements make sure that there are always enough knowledgeable, experienced, skilled and well-trained staff available to support each of the children.

The staff team is stable. Staff trust the manager and feel secure in their roles and in the quality of care they offer to children. The children know the staff who are caring for them extremely well.

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

Jessica Higginson, Social Care Inspector

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