

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 4 children who may experience social and emotional difficulties.

At the time of this inspection, 4 children were living in the home. All children spoke to the inspector about their experiences of living in the home.

The manager registered with Ofsted in February 2017.

Inspection dates: 17 and 18 February 2026

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: 11 March 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/03/2025	Full	Outstanding
06/02/2024	Full	Outstanding
14/03/2023	Full	Outstanding
01/12/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Since the last inspection, the same 4 children living in the home have continued to thrive and make exceptional progress. They receive loving, nurturing care from a knowledgeable and patient team of staff who understand their individual needs. All children said that they love their home and feel safe with the adults who care for them. One child said, 'The food here is so good because of all the extra love they [the staff] put in it.'

All children enjoy weekly clubs, trips and activities such as swimming, cubs, brownies and band practice. Each child has their own special interest or hobby that staff are fully immersed in. Children are encouraged to be proud of their extra-curricular accomplishments, and staff ensure that children have the resources they need to fully participate in and enjoy their individual, chosen activities. For one child, this means enjoying camping trips with cubs, away from the home and without the need for staff support.

Children's health needs are a priority for staff, and all children have made considerable progress with their health and wellbeing. Staff work closely with health professionals to ensure that children get the right support at the right time. Staff share an integrated approach to meeting children's health needs and challenging professionals to consider alternative options in the best interests of each child.

Staff ensure that children's educational needs are met and advocate strongly on their behalf. Children attend school full-time, with each provision best suited to their needs. For two children, this means attending mainstream education, and two children attend a more specialised, smaller provision. All children are thriving in their respective educational settings and speak positively about their friends and experiences at school.

Children are proud of their home and eager to show their favourite rooms, where they like to spend time playing or their bedrooms, where they enjoy privacy surrounded by their favourite toys, pet fish and items they like best. Children choose their bedroom decorations and have all recently opted for 'more grown up' furnishings, reflecting their age and development. Although children are too young for independence plans, they are supported to take age-appropriate responsibilities for tidying away their toys and making their beds with staff support.

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

Children are safe and well protected by staff, who show genuine care and concern for children's safety and wellbeing. Staff work together to provide consistent support for children in line with their individual support plans, which children also contribute towards. As a result, children's risks have continued to significantly decrease since the last inspection.

Staff keep children safe with age-appropriate boundaries in place regarding children's online access. Children's time on games and devices is appropriately managed; children have a clear understanding of their routines and enjoy a calm and relaxed atmosphere in the home.

Significant incidents in the home are managed by staff, who respond with patience, kindness and consistency. Children are helped to understand why they may not be able to do something that is unsafe. Staff are experts in using positive distractions, incentives and encouragement to diffuse and de-escalate any incidents before they intensify.

The use of physical intervention in the home has significantly decreased. Overall, incidents of physical intervention have reduced by over 50%, and for one child, their incidents have reduced by almost 90%. This reflects the support and care staff provide to ensure that children can resolve and manage conflicts effectively. One child said that they felt 'content' in the home.

Consequences are rarely used, but they are proportionate when given. Children are helped to understand the impact of unsafe behaviours and learn how to manage and express their emotions in a more appropriate way. Staff use positive consequences daily, consistently recognising and rewarding children for kind, thoughtful and positive behaviours.

The effectiveness of leaders and managers: outstanding

The manager is an experienced and ever-present figurehead of the home. She has developed a nurturing, patient and empathetic culture across the staff team and is highly respected by the staff, who share that she is a warm, approachable and supportive manager. All four children named her as someone they trust, love and know will keep them safe.

The manager is tenacious in her advocacy of children and empowers staff to professionally challenge others while maintaining positive, working relationships with wider professionals. This means that children always receive tailored support and have access to the resources they need to achieve and succeed. One child's social worker said, 'I feel incredibly lucky that [name of child] is here. I never have to worry about them as I know that they are so loved here by all the staff and have everything they need.'

The manager has embedded the use of research across the staff team to maintain exemplary practice and provide the best possible care for children. It is evident throughout children's support plans, staff responses and knowledge of children's needs that continuous learning and development is a priority for the manager. Staff who wish to advance their careers are given the support and resources they need to fulfil their professional goals.

Supervision in the home is always used as an opportunity to explore children's needs, develop staff understanding and provide the identified support staff may require. Staff say that, when needed, the manager ensures that they have the support and flexibility

they need to achieve a positive home and work–life balance. Appraisals are also practice focused and include the views of children and staff to recognise the strengths and areas for development for each staff member.

The manager has exceptional oversight of the home through well-established systems that provide clear and detailed oversight of the home. She uses this oversight to regularly reflect on practice in the home with staff, ensuring a consistent approach for children while promoting ongoing progress and development of best practice.

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: Maybrook House, Third Floor, Queensway, Halesowen
B63 4AH

Responsible individual: Natalie Griffin

Registered manager: Maureen Gibbons

Inspector

Justina Henry, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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