

SC061795

Registered provider: Keys KIN Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home provides care for up to six children with social and emotional difficulties.

The manager is not yet registered with Ofsted.

Inspection dates: 14 and 15 June 2022

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 18 May 2021

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/05/2021	Full	Outstanding
08/10/2019	Full	Outstanding
01/08/2018	Full	Outstanding
13/09/2017	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Since the home reopened, managers have not ensured that thorough and considered matching happens when new children move into the home. This has resulted in one child having to leave the home.

Staff do not always feel supported by senior leaders and this has created a negative culture. As a result, a long-standing senior leader has been deployed to provide support to the manager to reinstate structure to help to improve the quality of care for children.

One child is building a trusting relationship with some of the staff. Another child is beginning to enjoy taking part in a variety of activities such as going swimming, visiting a skate park and participating in trips to the beach.

Children's educational needs are not provided effectively. One child attends a mainstream school, where he is struggling to engage due to his complex mental health needs. Consequently, he is spending time outside the classroom because he struggles with the school environment. Before a child moved out of the home, they were receiving a limited timetable of education in the home.

Children attend weekly house meetings, key-working sessions, and engage in daily one-to-one discussions where they can express their feelings and thoughts. However, records of these meetings do not always capture the children's voices and thoughts, but instead concentrate on conversations made by staff.

Children take part in the preparation of meals and complete tasks such as setting the table. One child said, 'I like it here because I get to do a lot of things, baking cakes, cooking with staff and doing many activities.'

How well children and young people are helped and protected: requires improvement to be good

Staff ensure that risk assessments are kept up to date. This helps the staff to stay informed of the risks that effect each child and how to respond to these risks. However, managerial oversight of these assessments is missing.

Although children are making some progress, the skill sets of the staff and the management sometimes lack the resilience and ability to manage crisis situations. This contributes to a disorganised approach that has the potential to compromise children's safety.

Staff have clear strategies in place in the eventuality that a child was to go missing.

Children's behaviour management plans are well documented and regularly updated. These are shared with children and their social workers. However, staff do not always adhere to some boundaries and guidelines that are detailed in the child's plan. This has resulted in an escalation of risk-taking behaviours presented by children and an increase in the use of physical restraint. Some incidents are not recorded timely and debriefs and managers oversight is completed far too late to be effective.

The home environment is kept clean and safe, with regular health and safety checks being completed.

Recruitment procedures are in place. However, on occasions, safer recruitment is not fully adhered to. For example, some applicants' identity documents are not signed off to confirm that original copies have been seen. As a result, this deters stringent measures from being taken to ensure that only suitable people work with children.

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

The previous manager has been reappointed to the home and is currently applying to be the registered manager.

The manager is aware of the shortfalls in the home and has already implemented a development plan to drive improvement. For example, the manager has brought in a new process to help assess children's progress. This includes completing a weekly report that helps to provide a clear analysis of children's participation, progress and to pick up any safeguarding concerns. These are then shared with the children's social workers.

Supervision records lack detail. When supervision does take place, it is not beneficial or productive. As a result, some members of staff do not feel listened to or given the right guidance to help them to inform their practice.

Staff receive all their mandatory training. When the home was closed, the staff were able to access online and face-to-face training. This has helped to improve staff's theoretical knowledge.

Managers do not always investigate complaints, allegations and whistle-blowing incidents reported by children and staff, or notify the key agencies including the regulator. This compromises the ability for all required action to be quickly taken and for external oversight to be in place.

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, 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— demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(g)(i)(ii)(h)) In particular, ensure that managers have oversight of children's incident and risk assessment records.	19 August 2022
The registered person must notify HMCI and each other relevant person without delay if— an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(c))	19 August 2022

The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child s welfare; and are familiar with, and act in accordance with, the home’s child protection policies. (Regulation 12 (1)(2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)) In particular, that managers ensure that staff have clear plans for how to support children when their behaviours escalate.	19 August 2022
The children’s views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children’s care and welfare and their lives. (Regulation 7 (1)(a)(b)(c))	19 August 2022

In particular, that managers ensure that children's voices are captured in records.	
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)(c))	19 August 2022
The procedure to be followed in the event of an allegation of abuse or neglect must, in particular— provide for liaison and co-operation with any local authority which are, or may be, making a child protection enquiry in relation to a child accommodated in the home; provide for the prompt referral of an allegation about current or ongoing abuse or neglect in relation to a child to the placing authority and, if different, the local authority in whose area the home is located; provide for records to be kept of an allegation of abuse or neglect, and the action taken in response; describe the measures which may be necessary to protect children following an allegation of abuse or neglect; and describe how and to whom staff are to report, without delay, any concern about abuse or neglect of a child. (Regulation 34 (2)(a)(b)(d)(e)(f))	19 August 2022

Recommendations

- The registered person should ensure that good employment practice is maintained, as set out in regulations 31 to 33. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph

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: SC061795

Provision sub-type: Children's home

Registered provider: Southern Adolescent Care Services Ltd

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

Responsible individual: Janet Porter

Registered manager: Post vacant

Inspector

Alphie Khumalo, Social Care Inspector

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Piccadilly Gate
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