

SC064500

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 owned and managed by a private provider. It provides care for up to three children who may experience emotional and social difficulties.

At the time of the inspection, there were three children living in the home.

The manager registered with Ofsted in December 2021.

Inspection dates: 5 and 6 August 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: 14 May 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/05/2024	Full	Outstanding
16/05/2023	Full	Outstanding
08/06/2022	Full	Good
18/05/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The same three children have lived in the home for a number of years and continue to thrive. They receive nurture, care and support from a well-established and consistent staff team. The children say that they 'love' where they live and the adults who care for them.

Children flourish in their respective educational settings and have each been supported to complete their exams this academic year. Staff encourage and motivate children to aim high. Each child has a career pathway and has secured a college place to achieve their goals.

Children's individual interests are encouraged by staff. Each child attends clubs or groups, such as rugby, church group or youth clubs, where they have established positive friendships. Children regularly spend time in the community with their friends and have sleepovers in this home and at their friends' homes. Staff know children's friendship groups well and have supported children to recognise and maintain positive, safe relationships with their peers.

Staff understand the importance of familial links for children and work to build and maintain positive working relationships with children's families, where appropriate. One child's family member said, 'I am really grateful and thankful to the staff for looking after [child's name] so well.'

Staff take a balanced approach that encourages children's independence while ensuring consistent nurture and care. Children are given the freedom to make age-appropriate mistakes and are guided with empathy to learn from these experiences. They develop practical life skills, such as navigating public transport, grocery shopping and managing a budget. Where suitable, children are trusted to spend time alone at home and are provided with their own keys, helping them to build confidence and responsibility. This thoughtful approach equips children with the tools they need to transition smoothly into adulthood.

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

Staff know how to keep children safe and have empowered children to recognise risks and keep themselves safe. Since the last inspection, there have been no incidents of children going missing from the home and no incidents of physical intervention.

Despite the minimal risks for children, staff regularly and consistently engage children in direct work that is tailored to their current needs and circumstances. Children will openly speak to staff about things that are bothering them and will listen to advice and guidance given by staff.

A child has been supported to make a complaint during this period, which was thoroughly investigated and appropriately actioned. The child was consulted and

updated of the outcome, ensuring that their voice was heard throughout. The child said that this made them feel safe and listened to.

The effectiveness of leaders and managers: outstanding

The home is led by an experienced, dedicated manager, who all staff and children speak positively about. She is actively involved in the children's lives and ensures that their needs are met to the highest of standards.

The manager is supported by an equally dedicated and nurturing staff team, who all know the children exceptionally well. Staff say that they enjoy coming into work and that they all feel like a family. Staff speak very highly of their manager and the support she provides. Staff say that she is approachable and will go above and beyond for the children and staff team.

Training has continued to be developed and tailored to the children's individual needs and current circumstances. Staff have still been supported to develop their knowledge even when children have very minimal, identifiable risks at the time.

Team meetings are well attended and always used as opportunities to share resources, research and best practice. The manager regularly engages her staff in quizzes and provides different ways to share knowledge and ensure that staff continuously develop their practice and learning.

The manager has a very good understanding of the strengths of the staff team and has clear plans for ongoing development. Records are detailed and completed with children's input and strong management oversight. The manager continuously reviews practice in the home and uses both internal and external monitoring to ensure that children receive exceptional 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: SC064500

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 Griffin

Registered manager: Sarah Haworth

Inspector

Justina Henry, Social Care Inspector

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