

SC064500

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 by a private provider. The home provides care for up to three children. The statement of purpose states that children who are supported here have primary needs related to emotional and/or behavioural difficulties.

The home's manager was registered with Ofsted on 29 December 2021.

Inspection dates: 8 and 9 June 2022

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **outstanding**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 18 May 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/05/2021	Full	Good
13/05/2019	Full	Good
07/06/2018	Full	Good
29/08/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive genuine warmth and affection from a nurturing, caring and consistent staff team. Children feel secure, loved and well cared for. Because of this, children are making excellent progress in this home and enjoy living here.

Children make progress in education. One child has recently gained a qualification following the successful completion of year one at college. This child has plans to continue at college and study for a higher qualification. Another child is being supported to explore their future options by attending college open days. One social worker said, 'Academically, my child is either on target or achieving above the national average and is making excellent progress at school.'

Children are helped to access services which support their health needs. They engage in health assessments, attend routine health appointments and, when necessary, access support from therapists and specialist services. One child has also been supported to reduce their prescribed medication, which will help them physically and socially in the future. As a result, children are emotionally and physically healthy.

Children are supported to be independent and to gain skills and build external networks which will support them in the future. For example, staff supported one child to gain part-time employment by carrying out mock interviews with them. The child has maintained this employment for a long time and has gone on to gain a promotion. This child is also a young leader for Brownies. Because of this, the child is well prepared for the future and has several positive support systems and influences which will support her in the next stages of her life.

Not all children's care plans are available in the home. This means that it is not clear whether the home and staff are working to achieve the outcomes outlined by the local authority. A requirement is made to address this.

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

There have been occasions when it has been necessary for staff to use restrictive physical intervention. Such incidents are generally well managed and de-escalated by staff. However, in respect of one incident, records did not demonstrate that physical intervention was appropriate and proportionate. Inspectors could not establish that the level of unsafe behaviour demonstrated by the child necessitated a physical intervention. This is not in line with safeguarding policies and procedures and does not reflect appropriate behaviour management and protection for children.

Incidents of children going missing from home are managed well. Staff respond appropriately and manage children's behaviours in line with missing-from-care protocols and procedures. Staff have a good understanding of these policies, as well

as others which relate to the protection of children. This helps to maintain children's safety and protect them from harm.

Staff educate children about risk and risk-taking behaviour through targeted direct-work sessions and in children's meetings. Direct work is regular and robust. This helps children to understand their thoughts, feelings and behaviours, which helps them to reduce risk and improve their own safety.

Each child has a trusted adult who they can talk to about worries and concerns. The manager has made specific arrangements for one child to be supported by one key member of staff when attending a weekly personal appointment. This provides the child with appropriate care and support during this difficult time and serves to minimise any potential incidents or distress afterwards. The use of preventative and considered supportive strategies reduces the likelihood of incidents occurring.

Allegations, complaints and concerns raised by children are well managed. Allegations from children have related to staff practice as opposed to serious safeguarding concerns. The manager ensures thorough investigations are completed and that the necessary professionals are informed. Additionally, the manager requests external review and scrutiny to ensure investigations are robust and free from potential bias. This ensures children's safety and well-being and ensures comprehensive independent review.

The effectiveness of leaders and managers: outstanding

The staff team is stable and provides good continuity of care for children. Staff feel supported by the registered manager and senior leaders. They receive regular, good-quality supervision and yearly appraisal. New staff are supported through mentoring and robust induction processes. Because of this, staff feel confident in their role, morale is good and those working with children share the same positive ethos and high expectations for children's care.

Staff working with children have achieved, or are appropriately working towards, the necessary childcare qualification. The manager also ensures that staff keep up to date with any relevant training. Furthermore, the manager has been creative, using existing research and theory to inform staff development workshops. For example, staff were supported to understand models of reflective practice to further their knowledge and support them to evaluate their own responses to children. This helps staff to continually improve practice.

The manager has sought to understand staff's training and learning needs by assessing their individual learning styles. In turn, this supports the manager to better understand her team and their individual strengths and weaknesses. This is supporting efficiency and more effective daily practices in the home.

Internal monitoring is robust. Independent visitors scrutinise the home through robust assessment of safeguarding practice, regular discussions with children and

clear evaluation of the care provided. This helps managers identify and address shortfalls and weaknesses in the home.

The registered manager and staff have exceptionally high aspirations for children. Because of this, the manager collaborates with multiple agencies and professionals to access the correct support for children. This has resulted in all children making improved progress across all aspects of their lives.

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 care planning standard is that children— receive effectively planned care in or through the children's home. In particular, the standard in paragraph (1) requires the registered person to ensure— that each child's relevant plans are followed. (Regulation 14 (1)(a) (2)(c)) Specifically, updated local authority care plans are to be available in the home for each child.	24 July 2022
Restraint in relation to a child is only permitted for the purpose of preventing— injury to any person (including the child); serious damage to the property of any person (including the child); or Restraint in relation to a child must be necessary and proportionate. (Regulation 20 (1)(a)(b) (2))	24 July 2022

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

Responsible individual: Natalie Yates

Registered manager: Sarah Haworth

Inspectors

Natalie Bennett, Social Care Inspector
Nicola Clements, Social Care Inspector

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