

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: 14 to 15 May 2024

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: 16 May 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/05/2023	Full	Outstanding
08/06/2022	Full	Good
18/05/2021	Full	Good
13/05/2019	Full	Good

Inspection judgements

Children in the home receive consistent care provided by an established staff team. As a result, children are making significant progress in their lives and say that they feel happy. Children refer to those in the home as 'family.' Children are confident that staff consistently promote their best interests which has enhanced the outlook for their futures.

All children attend full time education and have excellent attendance. Staff have high ambitions for children's education achievements and they work diligently to ensure that support is individual to each child's learning style. One child who has previously experienced challenges with education has successfully applied to attend college.

Children's individual interests are promoted in the home. Staff are invested in the children and ensure that they can access as many opportunities as possible. Staff support one child to attend church on a regular basis as per their wishes. Recently, the staff team and other children in the home attended the child's confirmation celebration which they said made them feel 'special.' Children are encouraged to engage in leisure pursuits and community activities. These include rugby, hiking, camping, and some have completed the Duke of Edinburgh award. Staff celebrate all of the children's achievements.

Staff spend one to one time with children, and model behaviours which are nurturing and respectful. As a result, they have developed trusting relationships with children and staff have a detailed understanding of children's individual needs. Children say that they feel listened to by staff and that any issues they may raise will be responded to consistently.

The registered manager consults with children regularly. From these discussions, the registered manager has created a day-to-day document that provides staff with information children want people working with them to be aware of. These are regularly updated and individual to each child to ensure that any new staff know the information that is important to children.

The home environment is welcoming and homely. Each child has personalised their own space in line with their own tastes. Children were observed to be comfortable and relaxed in their home surroundings.

The registered manager and staff team are strong advocates for children and ensure that relationships with those who are important to them are developed and maintained. The registered manager collaborates closely with other professionals to ensure that these relationships are well supported. Children who have lived in the home for several years have been supported by staff to reconnect with family members they have not been in contact with for some time. This has supported the growth of their social networks.

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

Staff understand the risks faced by children and provide high-quality and consistent practice which has ensured a significant reduction in risk taking behaviours. Children say that they feel safe in the home. Since the last inspection there have been no incidents of children going missing from home and staff use de-escalation so physical intervention is not required.

Staff are proactive in their approach to safeguarding and are effective in ensuring children's safety. The team are provided with clear guidance on how to manage risk through regularly reviewed risk assessments. These assessments are dynamic and are reflective of children's emerging needs. Staff are in regular consultation with therapeutic professionals who provide guidance and advice to support effective care planning.

Staff respond quickly and decisively to promote the best interests of children. The registered manager's oversight of incidents is consistent and she ensures that the child and staff are spoken to following any incident. She is keen for both children and staff to learn from any incident and has evidenced changes to practice when areas of development have been identified. The recording of incidents is clear. The registered manager is committed to ensuring that safeguarding is a priority for children.

Staff regularly review the detailed behaviour management assessments which have been developed in line with the home's model of practice. Children contribute to their support plans to help them gain an understanding of what the adults caring for them are worried about. Staff rarely use consequences that highlight negative behaviour. Instead, staff inspire children to make positive choices and they receive incentives for engaging in positive behaviour. Consequently, there are very few incidents reported in the home with a significant reduction in children engaging in risk taking behaviour.

Staff receive safeguarding training and additional training that is specific to children's individual needs. Staff regularly review training as a team and ensure that children remain the focus of their practice.

Regular key work sessions are completed by staff that are both planned and ad-hoc. These sessions support children to understand risks both in the home and out in the local community. Staff work in a collaborative manner with children to ensure that they understand levels of risk and are educated in how to mitigate these effectively.

The effectiveness of leaders and managers: outstanding

The home is led by a confident and empathetic registered manager who leads by example and has an detailed understanding of children's needs. She is committed to improving outcomes for children and has high aspirations for children. The registered manager promotes staff development to ensure that there is a consistent and well-informed approach by her team. She has high ambitions for the staff team and several team members have commenced training to develop their managerial skills.

Staff thoroughly enjoy working in the home and are overwhelmingly positive about the support they receive from the registered manager.

The home has developed highly effective working relationships with children's families and partner agencies. An independent reviewing officer said that the home is 'very supportive of the child's needs, wishes and feelings and have been strong advocates.' Family members speak positively about the staff, one parent said, 'Staff promote children's needs and get to know children really well.'

Staff receive regular supervision sessions from the registered manager or a team leader. Records of supervision sessions show that staff discuss and review any new and emerging needs for children. In addition, staff are actively encouraged to develop their practice.

Most staff have worked in the home for several years. Inexperienced staff members are welcomed into the team and are provided with a clear induction programme and training opportunities. Team meetings take place on a regular basis and staff are engaged in the process. The registered manager regularly seeks the views of staff members, valuing their input specifically when discussing the needs of children.

Staff are encouraged to reflect on training and how this may have impact on their practice and approach to children's needs. When gaps are identified in staff knowledge, additional training is provided. The registered manager has ensured that all staff receive refresher training on the providers research based therapeutic approach. This approach is well embedded in the home, the registered manager wants to ensure that staff remain updated on any additional developments for practice. This ensures that the staff team continue to provide consistent care that is therapeutically informed.

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 Ltd

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

Responsible individual: Natalie Yates

Registered manager: Sarah Haworth

Inspector

Carrie Mayes, Social Care Inspector

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