

Children's homes - interim inspection

Inspection date	15/03/2016
Unique reference number	SC064500
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Keys Childcare Ltd
Registered person address	Broadwood Education Services Ltd Keys Attachment Centre, Hurstwood Court New Hall Hey Road ROSSENDALE Lancashire BB4 6HR

Responsible Individual	Julie Hamilton
Registered manager	Oliver Birtwistle
Inspector	Graham Robinson

Previous Inspection date	20/01/2016
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged Good at the last full inspection. At this interim inspection Ofsted judge that it has improved effectiveness. As the home only received its full inspection in January 2016, therefore there has been a limited period of time to assess progress. There are however strong indicators identified during this inspection that provide evidence that each young person living in the home has continued to make progress. For example, School attendance for all young people has remained high and educational progress has continued. This has resulted in a number of rewards for one young person. Throughout this period the home has remained stable and calm, with no serious behavioural problems occurring. All young people are well settled into stable, long-term placements. Detailed plans, strategies and assessments of risk, updated regularly to keep them current, address young people's individuality, identity and need. When read collectively with other documents such as reports written for LAC reviews, they give an accurate insight into the development and progress being made. Young people feel safe and secure in the home. Relationships between them and staff were observed as good. The staff group has remained relatively constant, giving young people a good standard continuity of care. The observed interaction between the two parties is positive, which creates a warm, happy atmosphere in a home where young people settle and thrive. Young people are confident that staff will listen to them and act appropriately on their behalf. For example, a recent complaint by a young person was taken seriously and fully investigated, resulting in the complaint being upheld. The whole incident was well managed and showed that young people are being listened to and the manager is not afraid to take appropriate action where necessary to promote young people's rights. Behaviour management in the home is good. Young people with complex issues are looked after by a staff team who understand their needs and have the ability to address them. Young people are supported if mistakes are made in a helpful and non-punitive manner. This helps to establish trust, which allows young people to	

have confidence in the adults who look after them.

A full tour of the premises shows the levels of cleanliness, state of repair, fixtures, fittings, décor, furnishings and equipment are all of a good standard. Bedrooms are personalised to suite the taste of the occupant. Young people say they like their home and were observed as being comfortable and relaxed in their environment.

The manager who is experienced, has good organisational skills which allow the home to run smoothly. The home works cooperatively with external agencies who they share strong working partnerships with. Staff are supportive of the manager and of the ethos and culture built up over the years, which is child-centred.

Staff have high aspirations for the young people in their care, who are all integrated into school and community life. There is ambition and desire to keep moving the home forward in an effort to improve practice and ultimately, outcomes for young people. For example, in the short time since the previous inspection the home has introduced a number of developments. One is the introduction of a new system to collect views from fellow professionals on the performance of staff. This is used as part of the appraisal process.

The monitoring of the home both internally and externally meets with statutory requirements. Active programmes of staff supervision, appraisal and training ensure that staff have the skill and knowledge to understand and address the complex needs of the young people in their care.

The home has a good record of compliance and has fully addressed the one requirement and two recommendations made at the previous inspection. This had led to improvements in; the review and updating of risk assessments, improvement in external feedback prior to staff appraisals and improvements in the time it takes staff to complete incident records.

The short period since the last inspection has been a settled one. The home continues to be well managed and organised and there is a genuine commitment to look for continued improvement. As a result the outcomes for young people remain positive. As a result this report does not contain any new requirements or recommendations.

Information about this children's home

This section should outline:

This is a privately run children's home that provides care and accommodation for up to three young people with emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/01/2016	CH - Full	Good
27/01/2015	CH - Interim	improved effectiveness
29/07/2014	CH - Full	Adequate
12/02/2014	CH - Interim	Good Progress

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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*.

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