

SC064500

Registered provider: Keys Child Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider owns the home. The home provides care for up to three children. The provider's statement of purpose states that the home provides care for children with needs related to social and emotional difficulties.

The manager registered with Ofsted in 2021.

Inspection dates: 16 and 17 May 2023

Overall experiences and progress of children and young people, taking into account	outstanding
---	-------------

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

The effectiveness of leaders and managers	outstanding
---	-------------

Date of last inspection: 8 June 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/06/2022	Full	Good
18/05/2021	Full	Good
13/05/2019	Full	Good
07/06/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The children who live in this home have made exceptional, measurable progress. Children understand how important they are to staff, and flourish in this knowledge.

Staff share positive relationships with children. They encourage children to attend school each day. Children rarely miss a school day. Staff support children to understand the benefits of a good education and celebrate their successes with them. Staff understand children's educational targets and support them to achieve. One child, who did not attend school, is currently sitting their GCSE examinations. This would not have been achievable previously. As a result, this child now has a bright future.

Children have formed trusted relationships with staff. Staff put the children at the centre of everything they do. They invest time in them and promote their welfare. Staff do all that they can to ensure that children experience positive outcomes. Staff strive to develop positive relationships with all children. One way they achieve this is undertaking one-to-one activities with children. Children enjoy living in the home and have developed a sense that they belong. Children say that the staff are their family.

Staff are creative in their thinking. They use research and theory to inform their practice. Staff take part in extra training to help them to meet children's needs. As a result, children experience in-depth personalised support from highly trained staff. This has a positive impact on their lives.

Staff support children to develop skills to increase their independence. They are preparing one child for semi-independence. Staff record children's experiences in a way that is meaningful for them to read. All reports are recorded with the child as the primary reader. This gives children a great opportunity to look back and be proud of everything that they have achieved.

Children are central to the operation of the home. They influence decisions about the home and their care. The manager and staff team have developed child-friendly versions of key documents. This supports children to share their views and opinions, and they are confident to do so.

Staff ensure that children's health needs are met. Medication records are maintained. Records should include occasions when prescribed medication is refused.

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

Staff provide good support and consistent care. This means that children have developed trusting relationships with staff. Children know staff care about them. These relationships help to keep children safe. This is because children can communicate their worries and fears to staff, who respond appropriately.

Children have comprehensive risk assessments, which identify their risks and vulnerabilities. These clear plans provide staff with strategies to support children in managing risks. Staff review these plans after every incident. Good risk management means that risks have been reduced. This improves children's life chances and opportunities.

Staff create individualised behaviour support plans for children. Staff amend strategies when necessary to meet the evolving needs of the child. Staff encourage children to reflect and comment on their behaviours. Sometimes, staff involve children in thinking about any consequences. This supports children in taking responsibility for their behaviour. Staff use praise, incentives, and diversion techniques to promote positive behaviour in the home. As a result, there have been no physical interventions since the last full inspection.

There is strong collaborative working between the home and partner agencies. When needed, staff support children to challenge services. This is to ensure that the best outcomes are achieved for children. Comprehensive safety planning ensures that all incidents are responded to promptly and effectively, reducing the risk of harm to children.

When children complain they receive a well-coordinated response. Children are listened to, regardless of the subject of the complaint, and made aware of outcomes and actions. This means that children feel valued, and their opinions heard.

The effectiveness of leaders and managers: outstanding

Children receive exceptional care and support from a very well-led and strong management team. The managers have developed a culture within the home that sets high expectations. Staff embrace this ethos. This enables children to achieve excellent outcomes.

The management team offers good support and provides regular and reflective supervision to staff. This means that staff can reflect on their experiences, performance, and professional development. Staff say that they feel supported, appreciated and part of the team.

The manager promotes strong team work. Staff skills are recognised and used for the benefit of children. The manager's passion and enthusiasm have supported experienced staff to try new ways of working.

Leaders and managers show children and staff kindness and affection. Staff retention is high. Children enjoy care from a consistent, well-established staff team. Staff know children extremely well. This has been fundamental to the excellent progress that children have made.

Staff understand the children's behaviour and have the tools to support them. Key-work sessions support children and staff to explore the reasons behind actions. The manager understands the importance of using quality assurance and monitoring systems. This means that the manager can assess the effectiveness of practice on children's outcomes and enables them to make informed decisions. This drives improvements and ensures high standards.

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that medicines are administered in line with a medically approved protocol. Records must be kept of the administration of all medication, which includes occasions when prescribed medication is refused. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.15)

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

Inspector

Sally Mitchell, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2023