

SC066115

Registered provider: Keys ACE Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. It offers care for up to 4 children who may experience social and emotional difficulties.

At the time of this inspection, 4 children were living at the home. All children spoke to the inspector about their experiences of living at the home.

The manager registered with Ofsted in August 2020.

Inspection dates: 3 and 4 March 2026

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: 18 March 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/03/2025	Full	Outstanding
05/03/2024	Full	Outstanding
18/01/2023	Full	Outstanding
22/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children living at this home are nurtured and cared for by staff who prioritise their needs and provide exceptional support that underpins their progress. Since the last inspection, the staff have successfully supported 2 children in moving out of the home, while 2 new children have moved in. When moving on, children's voices are paramount, and staff advocate strongly to ensure that children experience a positive move from the home. Children moving into the home are welcomed by staff who prepare and learn new skills in advance to fully support them through what is sometimes a challenging transition.

Staff know children remarkably well, and they confidently use external research to develop personalised and creative behaviour support strategies that suit children's individual needs. Children receive a consistent approach from all staff, which encourages them to achieve and grow in line with their age and stage of development.

Children are encouraged to develop positive relationships with their peers, and they enjoy spending time at various clubs and participating in hobbies such as guides, scouts, cubs, drama clubs and gymnastics, where they have sustained friendships and take part in fun trips with their peers. One child recently visited an entertainment resort in Paris with guides.

Staff ensure that children spend time with people who are important to them. Staff have positive relationships with children's families, where appropriate, and regularly support children in spending quality time with their family members. One grandparent said, 'I cannot fault the staff; they are always communicative, support my relationship with [name of child], and will often send me updates and photos of what they've been doing.'

Staff celebrate children's educational achievements and share close working relationships with teachers to promote consistent learning between the school environment and home. Staff help children with their homework, and all children's attendance and attainment have continued to progress significantly since the last inspection. Where children have moved into a new school, transition plans have been well planned and thoughtfully created, with input from the child, the local authority and teaching professionals.

The home is well decorated, warm and welcoming. Children are proud of their bedrooms, which they decorate and furnish to their individual tastes and interests. Children are encouraged to take on age-appropriate responsibilities, such as keeping their rooms tidy and taking diligent care of their pet fish or axolotl.

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

Staff know how to keep children safe and can expertly adapt their practice when responding to any new or emerging risks. Staff use their knowledge, skills and

experience to support children with kindness and empathy while maintaining appropriate boundaries that keep them safe. Children say they feel cared for and protected by staff. All children can name several staff members they would approach with any worries or concerns. One child said, 'I love the staff here; we are all like one big family.'

Children are helped to understand their risks and how to confidently approach challenging situations with unwavering support from staff. Children's voices are paramount and reflected clearly in all individual risk management plans. Staff work cohesively to ensure that there is a consistent, calm and supportive approach when reducing risks for children.

The children currently living at the home do not have any missing-from-home episodes, and older children have age-appropriate freedoms outside of the home to spend time with friends. One child, who moved back to their hometown in line with their care plan, experienced 5 episodes of absence from the home. On those occasions, staff followed the child's missing-from-home plan and fully supported the child in returning safely, working with the relevant external professionals to help minimise any identified risks.

Significant incidents have decreased and are always managed by staff with care and sensitivity. Staff regularly carry out direct work with children and engage the services of external agencies, such as the fire service, when needed, to help develop children's understanding of significant fire-related risks.

Physical interventions are proportionate when used, and children's views are always sought, with staff providing effective support following any incidents of physical intervention. One complaint made by a child following a physical intervention was appropriately investigated, and the child was supported effectively. The child and member of staff were helped to re-establish and maintain a positive, trusting relationship. The child said that they felt listened to by the manager and staff.

The effectiveness of leaders and managers: outstanding

The home is led by a manager who ensures that children receive the highest standard of care and protection from staff who share a culture rooted in empathy, understanding and warmth. She instils the confidence in her staff team to manage the complex and sometimes competing needs of children with consistent and personalised support.

The manager has embedded the use of research across the home, resulting in the development of a stable and consistent staff team that shares an informed approach when caring for children. Staff are knowledgeable and skilled at using research-based practice in their daily roles, underpinning nurturing support with informed, therapeutic care. Staff are also exceptionally skilled at writing in a sensitive, empathetic way that celebrates the positives but does not shy away from the challenges faced by children.

Staff receive purposeful supervision and appraisals that are child centred and practice focused. Supervision sessions help staff reflect critically on their experiences. Discussions encourage staff to think creatively when considering the continuous improvement of

practices in the home. Appraisals help each staff member's ongoing personal and professional development, with feedback and input from children directly.

Staff report feeling valued and supported. Management oversight is rigorous, and any issues are promptly identified and appropriately addressed. This helps maintain the high standards and quality of care for children. The home has a stable, consistent staff team, which provides continuity for children. The manager leads by example and is highly respected by staff. Staff say they enjoy working at the home.

The manager works exceptionally well with other professionals. She challenges others when needed, while respecting the value of a team approach. Professionals involved with the children are extremely complimentary about how well the manager and staff support children's needs. One professional said, 'I think the home and staff are amazing. I am always astounded at the level of advocacy from the manager for [name of child]. She always makes sure that their voice is heard.'

No requirements or recommendations were raised at this inspection.

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: SC066115

Provision sub-type: Children's home

Registered provider: Keys ACE Limited

Registered provider address: Keys Group, Maybrook House, Third Floor, Queensway, Halesowen B63 4AH

Responsible individual: Natalie Griffin

Registered manager: Jaime Meller

Inspector

Justina Henry, Social Care Inspector

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