

SC066115

Registered provider: Keys ACE Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider operates this home. It is registered to provide care for up to four children with social and emotional difficulties.

There are four children living in the home.

The manager registered with Ofsted in August 2020.

Inspection dates: 5 and 6 March 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: 18 January 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/01/2023	Full	Outstanding
22/03/2022	Full	Good
15/05/2018	Full	Good
06/12/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children make remarkable progress in this home. This is because the committed team provide the highest standards of care. Central to care provision, is an approach informed by research. All staff receive training from the companies therapeutic team of practitioners. Care practice is tailored to each child's needs. A parent said, '[child's name] shines since she has been there, she's completely changed she's a happy child.'

Staff understand children and support them to make and sustain progress. The stable and cohesive team communicate effectively with each other. They provide consistency and unconditional positive regard for the children. Children who have had many carers are now able to build trusting relationships with the adults who care for them.

Education is a high priority in this home. Staff ensure that children get the right education for their individual needs. Children's school attendance is excellent. One child completed their GCSE's last year and is now studying at college. One child had 7% school attendance before coming to this home. They now attend school 100% of the time. Children's outcomes and life chances improve because of care practice.

Staff support children to enjoy themselves and have fun. Staff provide children with a range of stimulating activities that suit their interests. Staff and children enjoy holidays together which expands children's life experiences. This will ensure that they build important and happy childhood memories.

Staff support children to improve their life chances. They teach children to build on their independence skills. Children start with simple tasks, such as getting the bus to school. They build on their skills depending on their age and ability. This helps children to build in confidence and self-esteem.

Staff promote children's family time, in line with children's care plans. Children spend good-quality time having fun with their family members. Staff help them to maintain links with family members. This is important to children's sense of self and identity.

The home environment reflects that children are valued. The home is extremely comfortable and homely. There is a large and pleasant garden. It has a comfortable playroom, which is situated in an outbuilding and has lots of play equipment. Each child has their own highly personalised bedroom, decorated to their individual tastes.

Records are of a high standard; however, staff were heard to use terms which are not helpful to the children. Staff say that these terms are not used in front of children.

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

From the point of admission to the home, risks are well understood by the staff team. Risks are reviewed and strategies to protect children are adapted. Over time, risks reduce for children. This means that they gain a higher level of independence. Children's risks have reduced significantly from their starting points.

Behaviour management is exceptional. Staff manage children's behaviours extremely well. Staff use positive reinforcement and incentives to promote positive behaviour. This motivates children to achieve and increases their self-esteem. Incidents of physical interventions have significantly reduced.

Staff ensure that they give children freedom and appropriate responsibility. Staff have an in-depth knowledge of each child and their risks. This means that children can take safe and well-managed risks. Staff empower children. Children say that they feel happy and safe.

There has been one incident of a child who was missing from the home. The response to this incident was highly effective. Staff encourage children to understand why they run away. This means, staff have been able to prevent further incidents. Staff care about the children and keep them safe.

The manager has excellent oversight of any incidents in the home. She monitors changes in children's behaviours. This rigour has led to a significant decrease in incidents in the home.

The effectiveness of leaders and managers: outstanding

An inspirational manager leads this home. She is an ambitious leader who knows the children extremely well. She has high expectations for children's progress and achievements. The manager aims to provide safe, stable, loving care to all children. One of the children said, 'When I came here four years ago, she said she'd stick by me 'whatever happened,' and she has.'

A strength of the home is the promotion of equality and diversity. This ensures that children's cultural and individual needs are met. Children feel free of judgement and can talk to the staff and manager about whatever issues affect them. Children know that staff will be supportive of their views.

Arrangements to ensure there is a highly skilled and qualified workforce remain strong. Staff benefit from a comprehensive training offer/package? and a focus on professional development. The manager invests in the professional development of the team to improve the quality of care provided to the children. A wide range of training enables staff to develop their knowledge and skills to meet children's individual needs.

Supervision arrangements are excellent. Rigorous supervision enables managers to support staff, identify training needs and monitor the quality of care provided to children. Staff knowledge is tested through quizzes and scenario-based tasks.

Team meetings are well attended. They provide staff with opportunities to discuss the children at length and reflect on their care. This helps them to think about how best to support them. This supports them in their role and contributes to high morale among staff.

The staff team are dedicated to the children. Staff describe 'loving' their jobs. A member of staff said, 'She is a fantastic manager to work with. Her knowledge and experience in this area of work is huge, the children are at the centre of everything she does.' The staff team is enthusiastic and committed to provide excellent care to children.

Effective partnership work ensures that children's care plans are progressed. The manager advocates for the children and escalates her concerns when children's needs are not met. Professionals say that the staff provide excellent care for the children. One social worker said, '[The home] is a positive nurturing environment.'

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

Recommendation

- The registered person should ensure that any discussions about the children does not include terms that are unhelpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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

Responsible individual: Natalie Yates

Registered manager: Jaime Meller

Inspector

Cathy Wilkins, social care inspector

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