

SC066469

Registered provider: Keys Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It provides care and accommodation for up to three children who may have emotional and/or behavioural difficulties.

The manager has been in post since April 2020 and is yet to register with Ofsted.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 3 and 4 March 2020 to carry out an assurance visit. The report is published on the Ofsted website.

Inspection dates: 11 and 12 August 2021

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 3 March 2020

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/03/2020	Full	Good
19/02/2019	Full	Good
07/06/2017	Full	Good
30/01/2017	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

The children are making progress from their starting points. They are now more able to talk about their worries and fears with staff, which helps them to cope with their anxieties. One child said, 'Staff do help me when I'm struggling and know what to say to make me feel better. I wouldn't want to be anywhere else, staff help me here.'

The outside area offers lots of space for children to play and have fun. Parts of this space are well maintained. However, one part of the outside area is overgrown and is not maintained. This area cannot be accessed by the children, which limits their space to explore the garden.

The clinical team prepares assessments before children move into the home. These assessments continue throughout their care. They are reviewed every 12 weeks and necessary changes are made. This means that staff adapt their practice to support the child's individual needs. As a result, staff understand the children and can apply care that meets their needs. This results in the children being settled and feeling safe in their home.

Living at the home is allowing children to have positive experiences. Children choose where they want to go on holiday and enjoy their time away with staff. This helps children to develop trusting relationships with the adults around them.

Staff continue to promote the importance of education. This has helped to improve one child's school attendance. When children struggle in school, the manager ensures that a multi-agency approach is undertaken. This helps children to progress in school. One independent reviewing officer said, '[Name of child] is so settled, so happy, and doing a lot better in school.'

Children are fit and healthy and are supported to attend all their routine health appointments. Staff educate the children around health concerns and, when needed, appointments are made for the children to ensure that their health needs are met.

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

Door alarms are in place to help manage the risk of children leaving the home at night. However, this is not an identified risk for the children currently living at the home. The use of the alarms is intrusive and gives an institutionalised element to living at the home. This does not create a homely environment for the children.

The manager completes a detailed impact risk assessment which helps to match new children with existing children in the home. This means that children's risks can be managed and that their placements are suitably matched and more likely to be successful.

Risk assessments are detailed and provide staff with strategies to reduce risk to children. These documents are regularly reviewed and updated following an incident. This helps to ensure that staff have clear strategies to follow to reduce the risk of harm to the children.

There are well-documented plans in place that staff follow should a child go missing from the home. Missing-from-care incidents are well documented and staff understand what action to take. Children who have been missing have spoken to an independent person on their return. This gives the child the opportunity to speak to someone in confidence should they have any worries.

Recruitment processes ensure that staff employed are suitable to care for children. There is a six-month induction programme in place, where new starters are mentored by leaders and managers. Strengths and areas of development are identified and documented in induction plans. The manager then determines their suitability for employment.

The effectiveness of leaders and managers: good

The home has experienced a change in leadership. The current manager is yet to register with Ofsted. The new manager has naturally progressed from the deputy position of the home and has a detailed understanding of the children and the dynamics of the home.

The manager is actively involved in the running of the home and knows the progress that the children make. The home has a strong management team, which includes a deputy manager and two seniors. Staff spoken to say that the team is consistent in its approach to the children, and they feel supported by the manager.

Staff receive regular supervision and team meetings. These provide staff with the opportunity to reflect and share their practices to better care for the children. Staff spoken to say that the manager discusses areas of support and follows up on these discussions. This provides the staff with confidence that the manager is aware of the support staff need to help them in their role.

The manager is aware of the home's strengths and development needs. The monitoring systems in place are effective. These systems continually support health and safety in the home, which ensures that the children are living in a safe environment.

The manager works closely with other professionals from the children's placing authorities. One independent reviewing officer said, 'The manager advocates well on [name of child]'s behalf, and during the last review where [name of child] wasn't there, the manager ensured that all professionals who attended understood [name of child]'s wishes and feelings.'

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

Statutory requirement

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children. (Regulation 24 (1)(a))	14 September 2021

Recommendation

- The registered person should ensure that the home is a nurturing and supportive environment that meets the children's needs. Children's homes will, in most cases, be homely, domestic environments. In particular, the registered person should ensure that all parts of the garden are accessible for the children to use. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)

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: SC066469

Provision sub-type: Children's home

Registered provider: Keys Care Limited

Registered provider address: C/o Pinsent Masons LLP, The Soloist Building, 1 Lanyon Place, Belfast, Northern Ireland BT1 3LP

Responsible individual: Joanne Carter

Manager: Tracey Backhouse

Inspector

Gemma McDonnell, Social Care Inspector

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