

SC066469

Registered provider: Keys Care 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 company. It is registered to provide care for up to three children who may have social and emotional difficulties.

The manager has been registered with Ofsted since November 2021.

Inspection dates: 18 and 19 January 2023

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 11 August 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/08/2021	Full	Good
03/03/2020	Full	Good
19/02/2019	Full	Good
07/06/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children feel safe and assured. They have confidence in the staff because they are dependable and provide consistent care. One child said, 'This home means everything to me.' Living in this caring and supportive home allows children to discover themselves and achieve positive outcomes.

Change can affect children. The manager understands this, and she carefully considers and plans for any movement of children living in the home. One child has moved into the home. The manager created opportunities for the children to meet and have fun before the transition plans had concluded. This relieved the children's anxieties and helped relationships to form.

Children's education arrangements vary, as some children find formal educational environments difficult. The manager and the staff work in partnership with education professionals to remove potential barriers to the children's learning. Education plans are created to meet each child's individual needs and help them to achieve their objectives.

As a child has received a diagnosis of attention deficit hyperactivity disorder (ADHD), the manager has implemented learning and support strategies for the child and the staff team. Staff have completed training to improve their knowledge and understanding of ADHD. The child has been supported to understand their diagnosis. They have been empowered to make decisions about their ADHD and support strategies.

Children enjoy a range of activities. This provides them with quality time spent with staff as well as the opportunity to try new things and form friendships. One child had just joined the local Brownies group and was excited about these meetings and the opportunities and fun that being part of this social group will bring.

The children live in a lovely home that is welcoming and homely. Children's bedrooms are personalised and provide children with a sense of comfort and belonging. The home is nicely decorated and furnished, but the downstairs bathroom requires maintenance to bring this space up to an acceptable standard.

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

Children say that they feel safe and loved. Children are assured that staff can help them through any struggles, and together they explore strategies that help. Staff understand that children's behaviours are a way to communicate an unmet need and want to understand and alleviate the child's distress. The staff implement nurturing and supportive strategies to manage and reduce the behaviours that could place children at risk.

Children can present a risk to themselves through self-harm. The manager has implemented safety plans to ensure that staff have the necessary guidance and strategies to recognise and respond to incidents. The manager has implemented lessons learned from recording shortfalls linked to a specific self-harm incident.

The home provides children with a sense of security. Therefore, missing-from-home incidents are rare. Missing-from-home plans have been created to provide staff with guidance around the response to such incidents and to aid the safe return of a child. However, for one child, their plan does not reflect the immediacy of staff's responses should there be concerns around self-harm at the time of the missing-from-home incident.

The manager ensures that the home is a safe space for children, where the children can learn new skills. Children are helped to develop their confidence and ability to complete tasks, for example preparing their own food. However, to promote the children's safety, the staff need to ensure that the cooking equipment is clean. This is to prevent the risk of accidental oven fires. In addition, the fire evacuation procedure needs reviewing.

The effectiveness of leaders and managers: good

The manager is child-focused, and she is embedding this ethos in the home. The staff's approach to the care of children is to provide love and nurture, and this is what the children say that they want and need.

Children are cared for by a consistent team of adults who collectively have the knowledge, experience and skills to provide a high standard of care. While there are staffing vacancies, the team continues to pull together to minimise the impact on the children and to maintain their sense of security.

Irrespective of the length of time that professionals have been involved in children's lives, their feedback about their care is consistently positive. They recognise the staff's nurturing approach and how they strive to ensure that children make progress and feel cared for and cared about. Professionals say that communication from the staff is brilliant, and this helps them to work together to help children achieve their outcomes.

The manager recognises the qualities of the staff team. She has sourced training courses for the staff to refresh their knowledge and provide new learning opportunities. The manager's aim is to improve the practice standard and enable staff to develop within their roles. Staff are well supported by the manager, and they identify the positive difference that they bring to the children.

The manager's internal monitoring procedures provide her with clear insight into the progress and outcomes for children. The home also benefits from external monitoring visits, which provide an additional overview and level of scrutiny. The manager should ensure that the content in these external monitoring reports is accurate and compiled in line with regulation.

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

Statutory requirements

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1) (2)(a)(i))	10 March 2023

Recommendations

- The registered person should ensure that the statement of purpose provides the reader with the essential information about how they meet the needs of children. It should include specifics about the age range of children and the details of the qualifications and professional supervision of the staff involved in providing any therapy. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.6)
- The registered person should ensure that all areas of the children's homes are homely, domestic environments. The downstairs bathroom requires maintenance. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure the design of the home should, where appropriate, enable children to develop independence skills. In particular, the safety of the oven needs to be reviewed, as the current cleanliness could result in an accidental fire. Fire safety plans also need to be reviewed in relation to a keylock being fitted to the front door. ('Guide to the Children's Homes Regulations, including the quality standards', page 17, paragraph 3.25)
- The registered person should actively seek independent scrutiny of the home to ensure continuous improvement. These external monitoring reports should include consultation with staff, and the independent person should consistently

include their opinion about the welfare and protection of children. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

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

Registered manager: Tracey Backhouse

Inspector

Jennifer Fenlon, Social Care Inspector

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