

SC067561

Keys Education Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It is registered to provide care for up to three children and young people, aged up to 18 years, with social and/or emotional difficulties. Following the interim inspection in 2019 leaders and managers made the decision to temporarily close the home. A condition requiring leaders to notify Ofsted three-months before children moved in was imposed. The home became operational again in August 20. At the time of this monitoring visit, one child was living in the home.

The manager registered with Ofsted in November 2020.

Inspection date: 28 January 2021

This monitoring visit

We last visited this children's home on 14 January 2019, when we carried out an interim inspection. This monitoring visit was carried out because Ofsted received notifications regarding the police being called to the home, and concerns about the matching of children.

This monitoring inspection included a visit to the home to speak with the child and staff, and to check the environment. In response to the current COVID-19 (coronavirus) lockdown restrictions, a review of the records and discussions with professionals took place remotely.

Since the home became operational again, two children have moved into the home and one has moved out. Children receive care from a consistent and nurturing staff team. Staff help children to feel welcome and allow them to choose their own bedrooms where possible. The child living at this home is excited about painting her bedroom in her colour of choice, with help from the staff. Staff have bought the child a hamster, and encourage her to have local walks with the registered manager's dog, who often visits the home.

Staff help the child to improve her physical and mental health. For example, she is eating more healthily and taking more exercise. Staff support the child to cook with them, and to help prepare healthy meals. She also keeps her bedroom very clean and tidy. Consequently, staff support children to develop their self-esteem and independence skills.

The child living at this home did not raise any concerns and shared that she feels safe living at this home. During this visit, she told the inspector that the staff and manager 'are great' and said, 'I really like it here and I'd like to stay.' Staff support children to talk about their behaviours, their health and well-being and their education. Consequently, children's emotional development and physical development are promoted.

Staff have an in-depth understanding of children's behaviours. However, behaviour management plans do not include actions for staff to follow to manage children's aggressive and destructive behaviours. When the staff have removed children's mobile phones and turned off the Wi-Fi, it has led to an escalation of some behaviours. This has resulted in extensive damage to the home, assaults on staff and the police being called to the home during incidents over Christmas. A risk management plan contradicts the behaviour management plan for a child, and it is unclear if de-escalation and restraint are to be used or not. Further work is needed to help staff manage children's behaviours before they worsen.

The manager and staff encourage the child living at this home to keep in contact with, and see, her family members. This helps her to maintain her identity and meet her emotional needs. For example, during period of the COVID-19 lockdown restrictions in December 2020, the child met two of her siblings at a park so that they could spend some quality time together before Christmas. Staff also ensure that the child is supported to maintain regular contact with her mother. They assist with transport arrangements so that this can happen.

The manager ensures that swift action is taken in response to allegations made by children. She prioritises the safety of children. For example, referrals are made to the designated officer within the required timescales, and investigations are of good quality. One staff member was dismissed after he failed to take effective action to safeguard a child when she left the home. Another staff member's probation ended as a result of concerns about their practice. The manager has effective systems in place to ensure that staff complete mandatory training. She has evaluated the training needs of the staff team and has a programme underway to support staff to further understand the needs of children who have experienced trauma. The manager has ensured that all staff are up to date with mandatory training, and that they have completed additional training in child sexual exploitation. This has supported staff in understanding potential risks and keeping children safe when they are missing from the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/01/2019	Interim	Sustained effectiveness
05/06/2018	Full	Good
24/05/2017	Full	Requires improvement to be good
20/02/2017	Interim	Sustained effectiveness

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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(v)(xi))	5 March 2021

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC067561

Provision sub-type: Children's home

Registered provider: Keys Education Ltd

Registered provider address: 2nd Floor, Maybrook House, Queensway,
Halesowen, Worcestershire B63 4AH

Responsible individual: Gemma Moore

Registered manager: Beverley Page

Inspector

Anna Gravelle, Social Care Inspector

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