

SC362094

Registered provider: Keys NHCC Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It provides care for up to two children, aged eight to 17 years, who have had adverse childhood experiences that have led to associated trauma and complex behaviours.

The home is managed by a suitably experienced and qualified manager who registered with Ofsted on 25 February 2019.

Inspection dates: 4 and 5 January 2023

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: 9 November 2021

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/11/2021	Full	Outstanding
29/01/2020	Full	Good
18/09/2018	Full	Good
29/11/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Two children have lived at this home for over two years. The children are flourishing, and their progress continues to be outstanding. For one child, this means that following an eight-month introduction period, he will be moving in with a new foster family next month.

Staff understand the importance of education and promote the positive benefits of attending school regularly and making good academic progress. When one of the children was struggling at school, the staff advocated for the child to move to an alternative education facility. Staff supported this child on a full-time basis in their classroom, but due to the progress they have made, this has reduced to support being offered for only half of each school day.

Staff were also providing support at school for the other child, but this has been successfully phased out. This is an important milestone, as the child prepares to move to his foster placement. Both of the children now have excellent attendance records and are progressing well and enjoying school.

Staff understand the importance of the children building emotionally resilient relationships and maintaining contact with people who are important to them. Staff take the children to see their families, regardless of the distance they are required to travel. Staff encourage children to have friendships. For example, school friends are invited to birthday parties. This reduces the children's anxieties, promotes positive relationships and allows them to experience enjoyable social times.

Staff work closely with partnership agencies to ensure that the children achieve their best outcomes. For example, staff have been having regular meetings with the step-down team and prospective foster carers for one of the children. They have ensured that he is well prepared for visits to his foster carers so that he knows what is happening. Staff have built strong relationships with the foster carers. This is positive for the child to observe and reassures him that staff are supportive of his future.

Children have opportunities to engage in a wide range of activities. They go horse riding, swimming and to a train club. Both the children have been away on a summer holiday together. Overall, staff help the children to find things they are interested in and encourage them to pursue those interests.

The home is welcoming. The children's bedrooms are personalised. The registered manager has a refurbishment plan that actively involves the children and staff team. For example, everyone has been involved in planning the new kitchen, which is scheduled to be fitted next month. This gives the children a sense of belonging and ownership of their home.

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

The registered manager and staff team have attended a wide range of safeguarding and child protection training. They know how to make prompt referrals to the local authority designated officer and work in close partnership with other professionals. They have focused on educating themselves on aspects of online safety as this is particularly relevant for both children. They have shared aspects of this learning and research with the children when appropriate. There have been no safeguarding referrals since the last inspection.

The experienced and knowledgeable staff team works hard to promote the safety and well-being of the children. Staff pay excellent attention to ensuring that the children learn skills to keep themselves safe. They work closely with a clinician who is attached to the home. Staff use the home's chosen model of parenting to develop the children's emotional stability and coping strategies. This helps the children develop strategies to manage their own behaviours and build and maintain positive relationships. As a result, risk-taking behaviours are low. Children do not go missing from the home. There have been no complaints. There has been a significant reduction in incidents and physical interventions, with only one low-level physical intervention for one of the children being used since the last Ofsted inspection.

Staff are solution focused. They use discussions, activities, key-work sessions, restorative justice and positive consequences to help the children understand their behaviours. The children do not bully each other. However, staff have taken steps to respond to one child's behaviours towards other children in their education setting. With the guidance of the home's clinician, staff have taken immediate action to explore with the child the reasons for the conflict and the use of unkind words, so that these behaviours do not escalate. Staff are also using educational resources that are supporting the child to reflect on and understand their behaviours. This work is contributing to a reduction in incidents.

The effectiveness of leaders and managers: outstanding

The registered manager is aspirational, dedicated and committed to ensuring that the children get the best possible care. She is driving improvements to provide the children with positive outcomes and in managing the home. This is supported by an equally passionate staff team, whose members share the aspiration to improve the lives of the children. For example, staff recently researched, discussed and introduced reflective discussions with the children. This has resulted in a decrease in the use of negative consequences for the children and an increase in the children's ability to reflect on incidents.

The registered manager undertakes research and commissions relevant training, looking for new ideas and ways of working. For example, the staff team has attended training on autism spectrum disorder. This training has helped the staff to better understand a child's experiences, and they have adjusted their practice

accordingly. As a result of this new knowledge and approach, incidents are greatly reduced.

The staff team is established and consistent, with only one member of staff leaving and being replaced since the last inspection. Staff have a clear understanding of the therapeutic theories and research they are using to enable them to progress. They receive regular supervision and staff team meetings that are facilitated by the registered manager. This supports them to reflect on their practice and make improvements to the quality of care they provide to the children.

The registered manager is inclusive and involves the children and staff in planning for the future of the service. The home's development plan is written with the children and staff team. The registered manager uses detailed, individualised personal development plans for each member of staff to ensure their continuing professional progression.

The registered manager has also taken up additional employment as an Ofsted inspector, which demonstrates her own professional development. She intends to use this opportunity as a way of identifying good practice that may be useful to bring back to this children's home.

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: SC362094

Provision sub-type: Children's home

Registered provider: Keys NHCC Limited

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

Responsible individual: David Carser

Registered manager: Rachael Strange

Inspector

Dawn Bennett, Social Care Inspector

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