

SC362094

Registered provider: Keys Nhcc Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a large private company. It registered with Ofsted in 2007 to provide care for up to two children with emotional and social difficulties. The manager was registered by Ofsted in June 2024.

The registered provider has recently appointed a new responsible individual, and we are currently checking this person has the relevant capacity, experience and skills to carry out the role.

The two children who lived in the home at the last inspection have both moved back to live with their families in accordance with plans. The child living in the home was present during inspection and spoke with the inspector alone.

Inspection dates: 8 and 9 October 2025

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: 13 August 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/08/2024	Full	Outstanding
11/10/2023	Full	Outstanding
04/01/2023	Full	Outstanding
09/11/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Staff provide children with positive and nurturing care. Relationships between staff, the registered manager and the child currently living in the home are developing well. The child experiences trusting and consistent, loving care. Staff and the registered manager use established approaches to engage and negotiate with the child, which supports stability and emotional security.

Children make good progress. Two children who have left the home were successfully supported to return to the care of their families. This was supported by a commitment to maintaining family relationships and supporting family time, including when this involves travel outside the local area. Parents report strong and positive communication and involvement by staff.

Children enjoy a wide range of positive experiences. Their achievements and milestones are celebrated. For example, one child enjoyed a holiday to France, while another child experienced camping in Wales and regularly attends horse riding and football clubs, as well as trips to football stadiums. Staff create memory books to capture these experiences, which helps children reflect on their progress and special moments.

Health needs are well supported, and there are clear aspirations for children's success. Staff work with a therapist to understand and respond to children's emotional needs while formal assessments are ongoing. This includes identifying staff training needs and ensuring that these are addressed in team meetings and partnership work.

Children attend school full time and are supported with their education and daily routines. Staff are motivated and actively engage with children in day-to-day activities.

Partnership working is evident, and professionals are engaged in planning for children. However, when more frequent meetings are needed to challenge decisions or progress plans, they are not always arranged promptly, leading to delays.

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

Staff focus on engaging children in meaningful activities to reduce risks and promote positive relationships. The child currently living in the home is already able to identify several staff members they trust. This demonstrates the effectiveness of the home's approach to building safe and secure relationships.

Risks to children are understood and assessed. The registered manager and staff demonstrate awareness of children's needs and take steps to keep them safe. There have been two incidents of restraint since the last inspection, both involving the child who recently moved into the home. These interventions were proportionate and necessary to prevent harm. Managers review and reflect on practice following incidents.

in the home to identify learning. This is a developing area for the team, and the manager recognises the need to continue building staff confidence and consistency in managing challenging situations.

There have been no incidences of children being missing from the home. Although staff understand what to do in the event a child goes missing, the corresponding documents related to this are not completed in line with the home's policies and procedures.

Safeguarding processes are generally effective. When children make complaints, these are logged and investigated. The details of the investigations and rationale for decisions, including during the process of investigations in one incident, lacked the necessary detail and consideration of impact to the child and failed to capture their voice fully. Significant events have not been consistently notified to Ofsted.

Environmental safety measures such as window restrictors are in place, but these are not consistently recorded in children's plans. Similarly, restrictions on access to certain areas and food items are not clearly documented. These omissions reduce transparency and do not fully reflect the rationale for restrictions. Some institutional features and office equipment, particularly in staff bedrooms, detract from the otherwise cosy and homely environment.

Staff recruitment is overseen and supported within the wider organisation and safer recruitment is adhered to.

The effectiveness of leaders and managers: good

The registered manager is ambitious for children and demonstrates a strong commitment to their progress and well-being. He knows the children well and understands their needs, including the additional support required when new children move into the home.

Staff feel supported and receive regular supervision and team meetings. However, probation oversight is not consistent. One staff member's probation period was not effectively tracked, and key review points were missed. This limits the manager's ability to monitor suitability and performance during the early stages of employment.

The manager is developing systems to strengthen staff development. This includes reflective practice and a focus on improving outcomes for children. A recent team discussion on mental health and well-being demonstrates a developing culture of learning and support.

There is inconsistency in the quality of recording in care planning. Plans do not always reflect individual risks or rationale for restrictions being in place. Some plans do not contain consistent specific, measurable, and timely documentation of review. Language used in records is not always sensitive and child-focused.

The manager identifies that changes in the home have created new challenges to staff, who had been consistently providing high quality care for several years to the two children they knew exceptionally well. The manager understands the different needs of the current child and is using additional training, team meetings and advice and support to guide him and the team.

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, The 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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) In particular, the registered person should ensure that plans to support children are written in plain language, with measurable and specific strategies and detailed understanding of all restrictions and their monitoring of need and action to support independence alighted with risks and the age of the child. Furthermore, the registered manager should ensure that documents set out in the home's statement of purpose and policy are completed, for example documentation that supports incidences of children going missing from the home. Finally, the registered person should ensure timely compliance with submission of notifications related to incidences within the home.	15 December 2025

Recommendations

- The registered person should ensure that the entire home consistently reflects a nurturing and homely environment. In particular, this refers to the presentation and functionality of bedrooms used by staff, which currently resemble institutional office spaces and lack the qualities conducive to relaxation and comfort. Additionally, the visibility of noticeboards from outside the home detracts from the home's overall

welcoming and homely appearance and contributes to an institutional impression.
(‘Guide to the Children’s Homes Regulations, including the quality standards’, page 15, paragraph 3.7)

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 Ltd

Registered provider address: Maybrook House, Third Floor, Queensway, Halesowen, West Midlands, B63 4AH

Responsible individual:

Registered manager: Neil Hendy

Inspector

Ashley Arkless, Social Care Inspector

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