

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 may 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 has been registered with Ofsted since 25 February 2019.

At the time of this inspection, two children were living at the home.

Inspection dates: 11 and 12 October 2023

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

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

The effectiveness of leaders and managers **outstanding**

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: 4 January 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/01/2023	Full	Outstanding
09/11/2021	Full	Outstanding
29/01/2020	Full	Good
18/09/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Shortly after the last inspection, one child successfully moved to live with foster parents after an eight-month step-down programme. Prior to the move, and in partnership with teaching staff, the staff at the home skilfully phased out the support they had provided to the child at school and helped to secure them a diagnosis of attention deficit hyperactivity disorder. Consequently, when the child joined their foster home, they were able to move smoothly into secondary school. The child is now studying for their GCSEs.

Staff encouraged the child to pursue interests, attend clubs and nurture friendships while at the home. Prior to the child moving out, staff organised a birthday party for them, which included friends from school. Staff also sensitively planned a move-on and goodbyes with a clear focus on positively moving forward.

A new child moved into the home in March 2023. Although this was a quick move, staff ensured that they had a detailed understanding of the child and their needs. Prior to moving into the home, the child was supported to meet the staff and the other child living in the home. The child was involved in a virtual call to the home and a visit. In combination with receiving a copy of the children's guide, this helped the child to settle quickly.

This child is making excellent progress. For example, the child has been able to return to their school and a previous decline in education attendance has been reversed. After moving to the home, the child immediately started a full timetable at school and has since achieved 100% attendance. In addition, the child has joined the school choir and several community-based clubs, including Brownies. As a member of a gymnastics club, the child took part in the club's summer activities and a sleepover. The child also enjoys kickboxing three evenings a week and has recently achieved a green belt.

Another child has lived at this home for over three years. This child continues to develop and flourish in all areas of life. For example, they are now independently attending full-time education and working towards their GCSEs, following staff advocating for a move to an alternative education facility. This has helped the child to pass one GCSE exam early. In addition, the child is making significant strides in building their independence skills, including shopping for and cooking meals twice a week. The child has learned several new recipes and chooses to cook for the staff and the other child. With staff support, the child has recently started catching the bus to the supermarket. The staff are really proud of this as it is a significant achievement.

The home is welcoming. The children and staff continue to refurbish areas and add personalised touches. For example, a new kitchen, which was chosen by the children

and staff, has now been fitted and a further plan has been developed to create an additional living space in the garden.

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

The experienced and knowledgeable staff team works hard to promote the safety and well-being of the children. There have been no safeguarding referrals, missing-from-care incidents, complaints or physical interventions since the last inspection.

The registered manager and staff team know the children well and constantly reflect on their practice to ensure that they balance safeguarding with promoting age-appropriate emotional resilience, social skills and independence.

The staff attend a wide range of safeguarding and child-protection training, as well as training specific to the current needs of each child. In addition, the registered manager proactively researches best practices, which she feeds back to the staff team to inform its work. For example, the registered manager wanted to ensure that a semi-independence plan was right for a child diagnosed with autism spectrum disorder. To support this, she accessed online training, which the whole staff team also completed. She and the staff team then researched tools and designed an independence plan with the involvement of the child. As a result, the child is fully engaged and exceeding all expectations.

The staff team is currently undertaking training in the organisation's new clinical model. The team also works directly with a clinician who is attached to the home. The skill and experience of this staff team in creating a safe and nurturing environment are evident in the outstanding progress being made by the children. For example, one child who was unsettled and involved in incidents at a previous children's home has had no incidents since moving into this home. Incidents and physical interventions for the other child stopped.

Staff are solution-focused. They use discussions, activities, key-work sessions and reflective accounts to help the children understand their behaviours. This reduces the children's anxieties, promotes positive relationships, and allows children to experience enjoyable social times.

Professionals are extremely positive about the close working relationship they have with the registered manager and staff team. They describe how the staff go out of their way to ensure that the children achieve their best outcomes. For example, staff were proactive advocates for a child in regular fostering step-down meetings. This has resulted in the child who has moved out of the home staying in contact with a child who remains living at the home, and meeting up with them in the local community. This promotes emotional resilience and builds long-lasting friendships for the future.

The effectiveness of leaders and managers: outstanding

The registered manager continues to drive improvements, with a focus on achieving positive outcomes for children. This includes ensuring that staff have opportunities to progress professionally. For example, the manager has developed a clear staff succession plan that ensures that staff promotions do not unsettle or disrupt the children in continuing to make outstanding progress. Staff development is also supported by additional in-house training for identified staff members. This includes a future leadership course for managers, emerging leaders training for deputies, and an aspiring leaders course for senior staff.

The registered manager and staff team continually reflect on and develop their practice to ensure that the children have the best opportunities. For example, staff identified that a new child to the home had low self-esteem. The registered manager consulted the home's clinician and read research about developing children's self-esteem. Following on from this, the staff team used play to increase the child's opportunities to successfully direct adults and to increase opportunities for positive affirmation. The gradual display of photos of trips and events, along with the child's school and kickboxing certificates, on the kitchen noticeboard and in other areas of the home has served as a talking point and has provided further opportunities for the child to receive praise.

The staff team is established and consistent, with only one member of staff joining the team since the last inspection. Staff are actively involved in the review and writing of the home's development plan, as well as their individual professional development plans. Regular reflective supervision and staff team meetings support staff to develop their practice and focus on the quality of care they provide to the children.

The registered manager has continued with her additional employment as an Ofsted inspector, which demonstrates her own professional development. She is using 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 Ltd

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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