

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 is registered for up to two children, aged eight to 17, who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours. The manager was registered with Ofsted on 25 February 2019.

Inspection dates: 29 to 30 January 2020

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

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 18 September 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/09/2018	Full	Good
29/11/2017	Full	Good
07/02/2017	Interim	Sustained effectiveness
23/05/2016	Full	Good

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 the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12(1)(2)(d))	28/03/2020

Recommendations

- The registered person should have a workforce plan which can fulfil the workforce-related requirements of regulation 16, schedule 1 (paragraphs 19 and 20). The plan should: detail the necessary management and staffing structure, (including any staff commissioned to provide health and education); detail the processes and agreed timescales for staff to achieve induction, probation and any core training (such as safeguarding, health and safety, and mandatory qualifications); and detail the process for managing and improving poor performance. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)

Inspection judgements

Overall experiences and progress of children and young people: good

Children make good progress. The children's views are listened to and acted on. Children have opportunities to express their wishes and feelings about what they enjoy and about the day-to-day running of the home. Children know how to raise a complaint and are confident about using the complaints process if necessary.

Staff prioritise the children's education. Children are supported and encouraged to attend school, even when they are finding it difficult. For one child, this has meant the staff taking him a considerable distance so that he can maintain his college placement. The support from the staff has resulted in children being able to achieve academic success.

Children are encouraged to try a wide range of social activities. This has resulted in one child developing a lifelong interest and career aspirations.

Children are supported with their health needs. Medication is managed well. On the rare occasion that an error has occurred, the manager has taken swift action.

Children are supported to stay in touch with their families. As a result, children are able to maintain positive relationships with people who are important to them.

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

Children are cared for by a consistent and knowledgeable team of staff who want the best outcomes for every child.

Staff ensure that clear written risk assessments are in place, and that these are regularly updated to reflect new and emerging risks. These assessments ensure that staff have access to the most current information about how to safeguard the children in their care.

Staff ensure that children receive high levels of supervision and support. When risks have increased, staffing has been increased to reflect the risk. As a result, children are kept as safe as possible.

When children go missing from the home, the staff respond swiftly. They are diligent in searching for the child and use all of the available resources to secure the child's whereabouts. This can include working closely with the police and the child's placing authority to ensure that the child is returned home safely.

Staff closely monitor the children's use of the internet and social media. Staff carry out key-work sessions with the children to help them understand the risks, and how to keep themselves safe.

Managers follow safe recruitment procedures. This ensures that all staff are suitable to work with children.

The effectiveness of leaders and managers: good

The home is managed by a competent manager who is qualified to level 5 in leadership and management of residential childcare. The manager is child focused and passionate about ensuring that children have positive outcomes.

Staff receive good-quality, reflective supervision that focuses on the children's needs. Staff receive a wide range of training opportunities, including self-learning and research, to help them develop their skills. However, the workforce development plan does not capture all of the required details.

The manager and staff have good working relationships with families and professionals. The manager actively challenges other professionals when information received is not accurate or there are delays in children receiving the services they need.

The manager has a development plan for the refurbishment of the home. Some work has been commenced, but further refurbishment is needed to ensure that the house is homely and welcoming.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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, 2nd Floor, Queensway, Halesowen, Worcestershire B63 4AH

Responsible individual: Christine Bird

Registered manager: Rachael Strange

Inspector

Debbie Bond: social care inspector

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