

SC366002

Registered provider: Keys ACE Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. It provides care for up to four children who may experience social and emotional difficulties.

The manager registered with Ofsted in June 2024.

At the time of the inspection, four children were living in the home.

Inspection dates: 4 and 5 June 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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 16 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/07/2024	Full	Good
11/05/2023	Full	Requires improvement to be good
22/11/2022	Full	Good
02/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, the same four children have remained living in the home and have been supported by staff to make consistent progress. Children have positive experiences of living in the home and share nurturing and trusting relationships with staff who know them well. Staff promote fun and positivity in the home and are enthusiastic in their encouragement and promotion of children's progress.

All children are in full-time education and are supported by staff to make progress in relation to their individual starting points. Staff work with each education provision to ensure that there is a consistent approach for children between the home and their school. One teacher said, 'I think the staff are absolutely brilliant and they have such a good understanding of [name of child]'s educational needs.'

Staff support children to see people who are important to them and work with children's families where appropriate. Children see their friends regularly and can spend time with friends outside of school, going to community-based clubs and activities such as pamper club, running club or football.

Children's identities, are supported by staff through imaginative play, direct work and meal choices. For one child, staff sourced an interactive prayer mat, which guides the child through daily prayers. Children have meal alternatives which are in line with their religious beliefs. Staff do this sensitively to ensure that children are not seen as different from their peers at mealtimes.

Staff ensure that each child's health needs are well met and work in creative ways to break down any barriers to children accessing appropriate healthcare. For one child, staff purchased fancy-dress medical outfits for them and the child to use in play, which helped the child overcome their fear of medical professionals. They have now attended routine health appointments.

Staff support children to safely take any medication they may need. However, the administration of medication is not always accurately recorded.

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

Staff knowledge of children's risks is supported by accurate and up-to-date risk assessments, which provide insight into each child's individual needs, progress and areas for development. Staff know the current and emerging risks for each child and how to respond in the most appropriate way to support the child when needed.

Children have individual positive behaviour support plans, with clear guidance for staff to follow. Staff implement appropriate boundaries and routines for children in line with their age and development. Positive behaviour is celebrated with praise and rewards. Staff do not use consequences with children.

Children do not go missing from the home. However, there are clear strategies in place for each child, helping staff to understand how they should respond if children do go missing from home.

When allegations have been made, the manager has taken immediate action to address any concerns and ensured that the appropriate external agencies are correctly informed. Children are supported to share their experiences and they say that they are listened to.

Incidents resulting in physical intervention have decreased and physical intervention is only used as a last resort. When it is used, children are provided with an opportunity to talk about the incident. However, the recording of the physical intervention does not always provide sufficient detail and the manager does not always have oversight of any support or discussion with children following a physical intervention. This is a missed opportunity to fully evaluate practice, consider children's views and develop positive practice in the home.

The effectiveness of leaders and managers: requires improvement to be good

The manager is suitably qualified and experienced and is a visible figure in the home for children and staff. Staff say that they are well supported by the manager and children identify her as someone they can trust and approach with any worries they might have.

The manager ensures that staff are recruited safely and that they receive an appropriate induction. The manager is focused on staff's learning and development and staff are provided with a wide range of training that includes access to specialised courses when needed to meet children's individual needs.

There are plans in place for the children to move into new premises with the same manager and staff team. The current home environment needs repairs and maintenance which have not been done due to the planned move. The manager does not have contingency plans in place for the current home to effectively address maintenance issues in communal areas of the home.

The manager does not have a clear plan for targeted work to be carried out with children in line with their local authority care plans and does not have consistent oversight of the direct work done with children. For one child who is unable to have basic items or furniture in their bedroom, there is no clear direction for staff to follow to support the child to make progress in relation to this.

The manager has not appropriately escalated or challenged a delay in the provision of therapeutic interventions outlined in one child's care plan. Children do not benefit from the option of individual therapeutic care, despite this being included in the home's statement of purpose. Two local authorities have requested this intervention as part of their child's care planning and there is limited rationale as to why this has not yet progressed.

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home's statement of purpose; ensure that staff— understand and apply the home's statement of purpose; provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; help each child to understand and manage the impact of any experience of abuse or neglect; provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; help each child to understand and manage the impact of any experience of abuse or neglect; provide to children living in the home the physical necessities they need in order to live there comfortably; provide to children personal items that are appropriate for their age and understanding. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(iv)(v)(vi)(vii)(viii))	1 August 2025

Specifically, the registered person must ensure that children are receiving support in line with the home's statement of purpose and which is outlined in their local authority care plans. Also, ensure that staff understand the impact of children's experiences and how this relates to destruction of their property. Also, ensure that targeted work is carried out to support children having appropriate personal items in their rooms.	
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 lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a) (2)(a)(f)(g)(i)(ii)(h)) Specifically, the registered person must ensure that support is available in line with the home's statement of purpose and challenge appropriately when this is not provided. Also, ensure that work carried out with children is informed by up-to-date, relevant research and guidance that staff understand and implement in their practice.	1 August 2025

Ensure that external feedback is captured and used to develop practice in the home.

Ensure that there are systems in place to effectively monitor and review the work carried out with children.

Recommendations

- The registered person should ensure that children are able to experience living in a home that is homely and that all required maintenance is addressed in a timely manner. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that all staff are following the correct medication procedures in respect of their recording and ensuring that all medicines are accurately recorded. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.17)
- The registered person should ensure that all records of restraint provide a detailed description of the actual restraint used, to enable effective review of the method of restraint used. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59)

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: SC366002

Provision sub-type: Children's home

Registered provider: Keys ACE Limited

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

Responsible individual: Thomas Cappleman

Registered manager: Faye Thomson

Inspector

Justina Henry, Social Care Inspector

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