

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 have social and emotional difficulties.

The home was registered with Ofsted in January 2008.

The manager registered with Ofsted in June 2024.

At the time of the inspection, the home was providing care for four children.

Inspection dates: 16 and 17 July 2024

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: 11 May 2023

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/05/2023	Full	Requires improvement to be good
22/11/2022	Full	Good
02/03/2022	Full	Good
17/12/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive consistent personalised care from a child-focused staff team. Day-to-day experiences for children are positive and they respond well to the structure and routines offered in the home. Children have developed trusting relationships with staff who understand their individual needs.

Children attend school regularly and are making progress in education. One child who was not receiving education prior to moving to the home has been supported into a school where they are thriving. The registered manager ensures that any barriers to learning are quickly identified and support is in place to encourage continued engagement.

Children enjoy good health and are supported by staff to develop their understanding in the importance of leading healthy lifestyles. For one child who struggles to eat a varied diet due to their sensory needs, staff offer encouragement and are creative in their approach. As a result, the child has felt supported to try new foods.

Children are encouraged to engage in activities which are age-appropriate and promote their individual interests. Children have participated in boxing, football and trampolining and there are plans for children to have a caravan holiday with staff in the summer. One child has recently started to attend a local youth group, which has promoted their engagement with peers.

Staff nurture children's relationships with their families and support them to see the people who are important to them. When children have experienced challenges in their relationships, staff have been supportive and have advocated on children's behalf to ensure that their views are shared.

Children live in a homely environment in which they have been able to personalise their own space. However, some communal areas would benefit from a refresh in decoration to enhance the positive feel of the home further. In addition, there is damp in one child's bathroom following a leak in the home which needs further attention.

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

A psychological model of care underpins staff practice, which means that specific risks faced by children are assessed and a clear individual support plan is developed.

Staff have developed strong relationships with children and know them well. As a result, staff can de-escalate incidents of challenging behaviour, which means that children are rarely physically held. When incidents do occur, staff manage these well and use strategies that require minimal physical intervention. The registered manager has clear

oversight of these incidents and she provides staff and children with opportunities to reflect and learn from these.

Positive behaviour is promoted in the home and supported by clear and consistent boundaries. Staff use positive reinforcement that highlights children's achievements. Consequently, children feel valued and worthy of praise.

The registered manager and staff liaise consistently with other agencies to ensure that children are safeguarded in all areas of their lives. Staff's approach to multi-agency working has ensured that all those working with children have clear and up-to-date knowledge of their circumstances and support needs.

Risk assessments consider all known areas of risk and provide clear actions for staff to support children and promote their safety. The registered manager has ensured that risk assessments are regularly reviewed, which means that staff are aware of any developments to presenting risk factors. However, the registered manager has not identified when stigmatising language has been used in some recordings, which detracts from the support offered to children.

Fire evacuation drills take place regularly in the home. Both staff and children engage in these. However, one new staff member had not engaged in a fire drill within a reasonable time of starting work in the home. This leaves both staff and children vulnerable in the event of a fire when staff have not experienced the procedure of a fire drill.

The effectiveness of leaders and managers: good

The home is managed by an enthusiastic registered manager, who is child-centred in her approach and models good practice. The registered manager has worked hard to develop a positive culture in the home. She has recruited staff members who share her motivation to ensure that children receive consistent and predictable care. Since the registered manager has been in post, there has been a significant improvement in staff morale. Staff are overwhelmingly positive about working in the home and they feel supported by the registered manager.

Team meetings take place regularly and provide staff with a thorough update on children's progress and areas for development. These meetings are well attended by staff, who are encouraged to actively participate. As a result, staff are confident that their views are heard and considered by the registered manager.

Staff receive regular supervision which is reflective and evaluative. The registered manager provides constructive challenge to address shortfalls in staff's practice. Staff say that this directly supports their professional development.

The registered manager has developed good working relationships with professionals, who are complimentary of the quality of care that is provided to children in the home. One education professional said that the positive progress one child has made is

'testament to the hard work, kindness, compassion and nurture' that is provided by the registered manager and her staff team.

Staff engage in a range of training, including subject-specific training that relates to the needs of the children. However, the registered manager failed to identify when one staff member was due to complete a refresher course in de-escalation techniques. As a result, this training went out of timescales, meaning the staff member's certification was no longer valid.

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
After consultation with the fire and rescue authority, the registered person must— ensure, by means of fire drills and practices at suitable intervals, that persons working at the home and, so far as reasonably practicable, children are aware of the procedure to be followed in case of fire. (Regulation 25 (1)(d)) In particular, the registered person must ensure that fire drills take place as soon as practicable when new staff members are inducted into the home.	18 September 2024

Recommendations

- The registered person should ensure that children are able to experience living in a home that is homely and that all areas of maintenance are 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 up to date with their training, including the completion of refresher training within recommended timescales. ('Guide to the Children's Homes Regulations, including the quality standards,' page 53, paragraph 10.11)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Incident records should not include stigmatising language and records should be of sufficient quality so that they are helpful to a child. ('Guide to the Children's Homes Regulations, including the quality standards,' page 62, paragraph 14.4)

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

Carrie Mayes, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024