

SC366002

Registered provider: Keys ACE Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company owns this home. It is registered to care for up to four children who may experience social and/or emotional difficulties.

At the time of this inspection there were three children living in the home. The inspector spoke with two of the children.

The manager of this home is not yet registered with Ofsted although has applied to be registered. The manager has been in post since October 2023.

Inspection date: 21 March 2024

Date of last inspection: 11 May 2023

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Children live in a large, clean home which has been fully refurbished and redecorated. Children have plenty of toys and space to play and relax. Children's bedrooms are personalised to their interests and their photos are displayed around the home.

Children say that they feel safe and enjoy living in this home. Staff have built warm and trusting relationships with children which has supported children to talk about their feelings and experiences. One child said that their favourite member of staff, 'Gives the best cuddles'. This enables children to experience the nurture that they may have missed.

Staff ensure that children spend time with their families and people who are important to them. When children have different religions and cultures, staff learn about how to meet children's differing needs and support children to understand their culture. This ensures all children understand their identities.

Children are encouraged to stay active and try new activities. Staff enrol children in clubs and groups that interest them. This supports children to develop new skills and make new friends.

Staff follow children's plans and support children in a way that works for each child. When children become distressed, staff know how to help them settle. When children are calm, staff talk to them about their behaviours and teach them how to cope with big emotions.

Staff speak to children about how they can stay healthy and how to treat each other kindly. When children take medication, this is recorded well. However, there have been two occasions when mistakes were made with children's medication. The manager has taken swift action to address these errors and ensure further learning for the staff team.

The manager is experienced and has a good understanding of the impacts of trauma and attachment difficulties. She has supported the team to reflect on the impact this can have for children and the way this may present in their behaviour.

The manager has supported staff to improve working relationships and work more consistently as a team. The manager respectfully challenges staff practice and is developing a more open culture of reflection and learning. One member of staff said, 'The manager has been able to strike that balance of positive relationships but also challenge and leadership'.

Staff and managers work well with professional networks around the children. When required, the manager has challenged other agencies to ensure children receive the services they need.

Managers provide staff with training relevant to the children's needs and consult with specialists when required. Management evaluation is reflective and identifies areas of learning. The manager makes good use of internal and external oversight.

Leaders and managers have effectively addressed the requirements and recommendations from the last inspection.

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

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 registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that— medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child. (Regulation 23 (1) (2)(b)) Specifically, the registered person must ensure that medicines are stored in a safe and organised way, which enables staff to follow medication procedures. This requirement is restated from the last inspection.	22 May 2024

Children's home details

Unique reference number: SC366002

Provision sub-type: Children's home

Registered provider: Keys ACE Limited

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

Responsible individual: Thomas Cappleman

Registered manager: Post vacant

Inspector

Aislinn Cooper, Social Care Regulatory Inspector

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