

SC370899

Registered provider: Keys Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It is registered to provide care for up to four children who may experience social and emotional difficulties.

At the time of this inspection, four children were living at the home. Two children were spoken to.

The manager registered with Ofsted in 2024.

Inspection date: 18 November 2025

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 **requires improvement to be good**

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

Date of last inspection: 4 September 2024

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
04/09/2024	Full	Requires improvement to be good
13/06/2023	Full	Good
22/11/2022	Full	Requires improvement to be good
25/05/2021	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child moved into the home and one child moved out.

All children currently have education places and have good attendance. Some children have successfully completed exams. The manager recognised that one child's education needs were not being met. She made a complaint on behalf of the child. The child now attends a specialist provision that better meets their needs.

Children have opportunities to try a wide range of new activities and experiences. They enjoy a range of day trips. Children are part of social clubs, including cadets, boxing and youth club. One child is a volunteer befriending the elderly. Children engage in fun and enriching experiences and are part of their local community.

Children have excellent holiday opportunities. One child has been able to go and visit family in Lithuania. The holiday enabled the child to reconnect with important family members. Another child has enjoyed a holiday to Disneyland, Paris.

Staff understand the importance of preparing children for independence. They help children to learn important skills for adulthood. Children can cook basic meals, confidently use public transport and learn to manage independence in the community at an appropriate pace. One child is part of an external housing project that helps children learn practical skills and to understand their rights when they leave care.

Care planning is effective. One child met staff, visited the home and had a sleep over before moving in. Children are included in the planning stages, helping to reduce anxiety about moving.

Feedback from children about their experiences is mixed. Children like different aspects of living here. Managers have not consistently addressed children's concerns. One child said staff are not always consistent and they often feel forgotten. Children do not always feel listened to or valued.

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

Some children have complex safeguarding needs. Managers ensure regular strategy meetings take place. Staff work closely with other professionals to agree risk management and safety plans. Staff know the children well and understand the risks they face, which makes for effective safeguarding practice.

Children that have been at risk of criminality have a specialist worker supporting them. Children engage well with this service and are learning about the impact criminality could have on themselves and others. Helping children to understand the impact of criminality helps reduce the risks of offending behaviour.

One child is at risk of domestic violence. The manager has ensured they have an external specialist domestic violence worker. The child is being helped to understand and recognise what domestic abuse is. The child has also been able to access information through Claire's Law and understands their protection rights. Staff continue to educate the child about safe and healthy relationships.

There have been some incidents of children going missing. Staff manage such incidents well and with sensitivity. Staff always welcome children back home and ensure that children receive an independent return interview. Children feel listened to and supported following these incidents and this has led to a reduction in the frequency of children going missing.

The use of physical intervention is proportionate and necessary to keep children safe. Managers identified learning from a review of practice and made improvements. Staff benefit from consultation with a behaviour management specialist.

The management of allegations is generally effective. However, on one occasion one child's allegation was not handled in a timely manner. The child brought this to the attention of the inspector and is disappointed with the manager's response to date. The failure to follow procedures on this occasion has left the child feeling vulnerable. Immediate action was taken to address this shortfall.

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

Since the last inspection, there have been some improvements to leadership, however, there are still shortfalls. During short periods of agreed absence for the manager, a new deputy manager provides leadership. The responsible individual has increased support, which helps managers. Staff morale has fluctuated since the last inspection and has very recently started to improve.

The manager has not ensured that a child due to move out has been effectively advocated for. The child is approaching adulthood and does not have appropriate care plans in place. The manager has not ensured the child has an independent advocate. The child is anxious about the uncertainty of their future.

When children make complaints, senior leaders generally provide timely and clear responses, however, this practice has not been consistent. One child expressed dissatisfaction with the outcome of their complaint and requested that the matter be explored further which managers did. However, the child was still dissatisfied with the outcome. Some of the agreed actions have not been completed. This has left the child feeling unheard and has undermined their confidence in the complaints process.

Staff have good training opportunities and professional supervision discussions. Staff generally have achieved or are working towards the relevant residential childcare diploma. The manager has set up workshops to ensure that staff are being well

supported to achieve the qualification. However, one staff member has not achieved the qualification within timescales.

The manager does not always ensure that notifiable safeguarding incidents are notified to Ofsted promptly. Sometimes, information provided is confusing and needs further clarity. This prevents the regulator effectively evaluating children's safety.

The manager knows the children well and has aspirations for their progress and well-being. She has effective systems to track reductions in incidents and to identify where children are making progress. Auditing processes are robust and provide strong oversight, which has supported the development of the staff team. The manager also recognises her own areas for development and takes time to learn and reflect on her practice, which has had a positive impact on both staff and children.

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 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 staff— that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(b)) In particular, the manager must ensure that when children make an allegation appropriate safeguarding procedures are implemented.	20 February 2026
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 promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)) In particular, the manager must ensure that children have agreed plans in good time for children moving on from the	20 February 2026

home and if plans are not clear there is appropriate advocacy for the child. In particular, the manager must ensure that staff provide consistent care for children. In particular, the manager must ensure that staff have a relevant diploma within agreed timescales.	
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. (Regulation 7 (1)(a)(b)(c)) In particular, managers must ensure that children's views are consistently taken into account, acted upon and children feel valued.	20 February 2026

Recommendation

- The registered manager should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. Notifications must include all appropriate details, including the action taken by the home's staff in response to the event. ('Guide to the children's homes regulations including the quality standards', page 63, paragraph 14.13)

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: SC370899

Provision sub-type: Children's home

Registered provider: Keys Care Limited

Registered provider address: C/o Pinsent Masons Llp, The Soloist Building, 1 Lanyon Place, Belfast, Northern Ireland BT1 3LP

Responsible individual: Emma Hemmings

Registered manager: Alice Dzapasi-Dabbs

Inspectors

Amy Miles, Social Care Inspector
Eleanor Quanbrough, Social Care Inspector

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