

SC370910

Registered provider: Keys Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private organisation runs this home. It provides care for up to three children who have experienced trauma that has left them vulnerable.

The manager registered with Ofsted in July 2017.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection dates: 30 November to 1 December 2021

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

Date of last inspection: 21 January 2020

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/01/2020	Full	Good
19/06/2018	Full	Good
05/02/2018	Interim	Improved effectiveness
25/05/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Three children live at this home. Staff use warmth, patience and humour to ensure that children feel welcome and valued. The staff know the children well. Children who move in and out of the home are supported sensitively through careful planning. Care and patience are embedded in the home's culture; this makes certain that children settle quickly and that they feel safe.

Children's attendance at school is good. Staff encourage children's progress. Staff take time with children to talk through the children's anxieties and concerns about school. As a result, children look forward to education and understand the benefits of attending.

Children make good progress in their development. Clear assessments and plans ensure that staff have good knowledge of how to support each child. One child is making progress in developing her confidence because staff offer her choices about her life. The social worker is pleased with the improvements that the child has made in the short time that she has lived at the home.

Staff plan activities to develop children's sense of well-being. Children attend weekly drama, singing and music clubs. The children have good opportunities to try new activities and enjoy the hobbies that are important to them. One child was taken to an Anime convention at his request. The staff respect this child's diverse clothing choice without judgement. As a result, he has felt comfortable in developing his identity. Professionals and family members said that the staff have taken a responsible approach with the child, which has helped him to increase his self-esteem.

There is a strong focus on supporting children's relationships with their family and friends. The staff ensure that children stay in touch with family members. Staff advocate for children to have overnight stays with their families and to develop their friendships. Parents feel involved in children's care. Children feel loved and valued.

Children's bedrooms are personalised with decoration of their choice, and their personal belongings are displayed.

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

Children feel safe at the home. The deputy manager has delivered an interactive bespoke safeguarding and risk management presentation to staff. Staff benefit from training to understand and manage the children's safeguarding needs, which helps keep children safe.

One child has complex behavioural needs. Staff understand the child's needs and are helping the child to develop strategies to self-soothe and manage difficult emotions

safely. Consequently, there has been a decrease in the child's self-injurious behaviour.

Staff implement therapeutic approaches, which they are trained to use. Risks to children decrease because staff identify behavioural changes and revise their strategies accordingly. The registered manager is creative in her approach; she uses educational opportunities to help children to understand how to keep themselves safe. Consequently, children are developing their awareness of harmful activities.

Staff only use physical intervention as a last resort. Staff understand the reasons for children's behavioural responses and help children to express themselves more safely.

Staff understand the home's whistle-blowing procedures. Managers encourage staff to confidently report safeguarding concerns, which helps keep children safe.

The environment is homely and welcoming, with photographs of the children displayed around the home. However, the rear garden needs general maintenance. This was started on the second day of the inspection. The garden has raised drains that could be a potential trip hazard. The poor garden maintenance detracts from an otherwise well-kept home.

The effectiveness of leaders and managers: good

The manager is suitably experienced and has a relevant diploma in management. She has managed the home for four years. The manager's availability has been affected by COVID-19. Good interim management arrangements ensured that staff had suitable support in her absence and that there was minimal impact on children.

The manager has access to a good variety of specialists to support the children and provide training to staff. These include therapists, child sexual exploitation specialists and police liaison support officers. In response to the manager's concerns about a child's vulnerability to exploitation, specialist training was given to staff. The manager ensured that the child was given information about online safety. Staff have guidance on how to best support the child and the child understands how to keep safe online.

The staff have good training and understand the therapeutic model used at the home. The manager and staff benefit from regular consultations with a therapist to discuss the children's support needs and implement strategies to help children.

The manager generally ensures that children's records are regularly updated, accurate and of a good standard. However, some of the children's records are handwritten and are not easy to understand. Children may struggle to read some information in their records.

The manager dealt with an external complaint promptly and took appropriate actions. The complaint was concluded efficiently and did not leave the child

vulnerable. However, the provider did not notify Ofsted promptly, which reduced Ofsted's ability to monitor the home effectively.

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)) In particular, ensure that the drains in the garden are made safe so that there is not a trip hazard.	30 January 2022
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c))	2 December 2021

Recommendation

- 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. In particular, ensure that all records are legible. ('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: SC370910

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: Saddia Shafiq

Inspectors

Amy Miles, Social Care Inspector

Mandy Start, Social Care Inspector

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