

SC370949

Registered provider: Keys Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated and managed by a private provider. The home provides care for up to three children who may experience social and emotional difficulties. At the time of the inspection, two children were living in the home. One child was spoken to as part of this inspection.

The manager registered with Ofsted in October 2025.

Inspection dates: 18 and 19 November 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 4 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/2025	Full	Good
04/10/2023	Full	Good
17/01/2023	Full	Good
21/06/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are making good progress, with staff who are invested in supporting them to continue to develop. Staff carry out sessions with children to help them to develop skills and strategies to support their ongoing emotional development. These include sessions on coping strategies, including mindfulness, to help children to manage their emotions.

Key-work sessions are child focused, with detailed discussions with children on sensitive topics, when children share their views. The language used to record these sessions, in letter format, is a real strength of the staff, and the letters show compassion and care towards children.

Children have access to activities and experiences outside of the home that reflect their interests and hobbies. Children contribute to planning activities and have gone on organised holidays with staff.

Children regularly attend school and are supported to travel to schools that meet their specific needs. There is positive and regular communication between the staff at the home and school to ensure a handover of care. Incentives are offered to children for engaging positively in education.

Independence planning is gradual and child focused. It is started in advance of children's transition to adult services. The provider implements an independence framework, and individual plans are identified for children. Specific key-work sessions are carried out on independence needs, budgeting, shopping and bank accounts. Children are well supported and prepared for independence by staff.

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

Staff support children and are aware of their issues around self-harm and going missing from home. Risk assessments are detailed and up to date, and specific to the child and the risks identified. Staff carry out work with children around the risks and offer a compassionate approach to care. Staff follow individual children's plans and risk assessments and children are always involved in debriefs following incidents, to share their reflections.

Staff understand positive behaviour management. There are a high number of incidents and missing-from-home episodes, however, physical intervention is not often used. Staff use the agreed practice model and de-escalate incidents appropriately. Physical intervention is used as a last resort. Managers carry out a learning evaluation after incidents, and seek further information from external professionals. Children are supported with direct key-work sessions following incidents and given opportunities for their views to be heard.

Children know how to make complaints and have done so to raise issues. Staff listen to the views of children. The management team investigates complaints and provides children with a timely resolution.

Staff follow medication processes and medication is safely stored. Medication is given to children in line with individual protocols. There is management oversight through medication audits and children's health plans are maintained.

Staff have not responded to repairs in a timely manner. children are not able to easily open one of the main fire doors. In the event of an emergency this could delay children leaving the home and increase risk of harm. This does not support children's safety and welfare.

The effectiveness of leaders and managers: good

The registered manager is ambitious and has a plan in place for the home for the next 12 months. The manager is realistic about the challenges of implementing too many changes at once and is bringing them in gradually to support children and staff. They are passionate about creating a positive environment of care for children.

Supervision takes place regularly for staff and they find it supportive. The registered manager checks on staff's personal and professional well-being and staff are encouraged to share their views and ideas. Supervisions provide an opportunity for detailed discussions about children and for staff to reflect on practice and care. Staff speak positively about the support provided by the registered manager and their approach.

There is a strong culture of multi-agency working that contributes to keeping children safe. The registered manager has implemented regular meetings with partner agencies and advocates well for children. Partner agencies are challenged by the registered manager and staff when shortfalls are identified.

There is not currently a system to monitor and audit care in the home. The registered manager has a plan in place that remains in its infancy. Training is tracked by the registered manager, however, they do not ensure training is completed. Some staff do not have the basic training they need to ensure children's needs are met.

There is now a stable and consistent staff team in place. The registered manager has focused on recruitment to enable children to benefit from a familiar staff team. The stability of the new team has led to a positive atmosphere for children and staff.

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

Statutory requirement

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
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— ensure that staff have the experience, qualifications and skills to meet the needs of each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(h))	3 February 2026

Recommendation

- The registered person should ensure that the home complies with relevant health and safety legislation, particularly in relation to fire exits. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: SC370949

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: Nizarat Younis

Inspectors

Mel Turner, Social Care Inspector

Kate Jackson, Social Care Inspector

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