

SC370956

Registered provider: Keys Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and is registered to provide care and accommodation for up to four young people who have emotional and/or behavioural difficulties.

Inspection dates: 4 to 5 September 2018

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: 9 January 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/01/2018	Full	Good
30/01/2017	Interim	Sustained effectiveness
14/07/2016	Full	Good
29/02/2016	Interim	Sustained effectiveness

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 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 the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b)(2)(e))	31/10/2018

Inspection judgements

Overall experiences and progress of children and young people: good

Young people are happy and generally get on well with each other. They like the home. One young person thought it should be given an outstanding judgement.

Young people are enthusiastic to return to school or college after the summer break. Young people who do not currently have a school placement are encouraged to complete educational activities. Staff have worked closely with local authorities, schools and colleges to ensure that young people have a school or college placement to attend. Young people have been instrumental in choosing their school or college placement. Staff know the young people well and know how to motivate them to attend education. When young people are anxious about attending education, staff are encouraging and supportive. This helps young people to overcome their anxieties.

Young people's health is a priority. Staff encourage them to eat a balanced diet and to be active. Young people who smoke are encouraged to stop smoking. The emotional well-being of young people is promoted through access to specialist healthcare professionals, including a therapist within the company.

Young people are given lots of opportunities to express their thoughts and feelings. They are encouraged to make informed decisions. They take an active part in making decisions that affect their lives. For example, young people read their care plans and can make comments and changes.

Young people are encouraged to learn independent living skills. This helps them to transition into adulthood successfully.

Staff facilitate contact with family for young people, no matter what the distance, because they understand that this is important to young people.

Young people enjoy a wide range of activities within the local and wider community. For example, they enjoy horse riding, ice skating, the gym, trips to the cinema, theme parks and much more.

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

Risk-taking behaviours, such as going missing from home and self-harm, reduce over time. This is because staff build strong and supportive relationships with young people. They adopt a therapeutic approach towards the young people, understanding why they behave the way they do. This helps young people to feel safe and secure as well as to move forward with their lives. A police officer from the missing person's unit commented on the low incidence of young people going missing from the home: 'My coordinator, who visits regularly, believes this is down to improved management at the home.'

Young people learn to regulate their own behaviour. Staff know the young people well. They know how to defuse young people's anxiety, frustration and anger. For example, staff use humour or give the young person space to calm down. Appropriate behaviour is promoted through the use of incentives. Consequently, physical intervention is rarely used and sanctions are not given routinely. A restorative approach is often taken, such as asking young people to apologise for their actions. This helps young people to gain an understanding of the impact of their behaviour on others.

Staff have a good understanding of the home's safeguarding procedures. Safeguarding concerns are dealt with appropriately.

The effectiveness of leaders and managers: good

The registered manager provides strong and supportive leadership. He is experienced and expects to be fully qualified by the end of this year. He is a reflective manager who learns from his mistakes. He has a good understanding of the strengths and weaknesses of the service. He has good plans to address any identified shortfalls and improve the service further.

The established staff team is highly motivated. Its members are enthusiastic about providing a therapeutic service for young people that not only meets their needs but

helps them to shine and fulfil their aspirations. A social worker said that the staff and managers 'go above and beyond. Nothing is too much for them.'

Staff work closely and effectively with external agencies to ensure the best outcomes for young people.

Through the home's warm and nurturing approach, young people quickly become attached to staff. This helps young people to feel safe and secure. However, redeployment of staff to other homes means that young people sometimes do not go out with the member of staff they have planned to go out with. Young people and staff feel frustrated by this.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: SC370956

Provision sub-type: Children's home

Registered provider: Keys Care Limited

Registered provider address: The Soloist Building, 1 Lanyon Place, Belfast BT1 3LP

Responsible individual: Patricia James

Registered manager: Adam Tarrant

Inspector(s)

Joanne Vyas, social care inspector

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