

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 operated by a private organisation. It provides care for up to 4 children with social and emotional difficulties. Three children were living in the home at the time of the inspection and 2 were spoken to by the inspector.

The manager registered with Ofsted in March 2025.

Inspection dates: 10 and 11 March 2026

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: 22 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/07/2024	Full	Good
12/09/2023	Full	Good
24/08/2022	Full	Outstanding
28/07/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have positive experiences living in the home and make good progress in various areas of their lives. Children say that they feel well supported and are positive about the staff who support them. Staff work hard to build good relationships with children.

Staff help children to share their views and advocate on their behalf when needed. This has been particularly supportive for children in their plans for moving on. Advocates have been involved in supporting children to challenge their plans and this has resulted in positive outcomes for children in line with their wishes.

Children are provided with good support when moving into and out of the home. Detailed support plans are developed which help staff understand children's needs. Each child receives personal items relating to their interests to detail the support provided for children on their journey to independence. This includes information about progress made and outcomes achieved during their time living in the home. This helps managers have a good understanding of the quality of care provided to children.

Staff prioritise children's education. They work with children and education professionals to help understand and overcome any challenges children face in their education. This has helped children to make progress. One child is now enrolled on a college course and there are plans to support another child's transition to college.

Staff support children to spend time with the people who are most important to them. They build good relationships with children's family members, which helps contribute to stability for the children. Children are supported to maintain links to their local communities and engage in positive activities. For example, staff drive one child a significant distance so they can carry on attending a choir near their previous home. This helps maintain positive links for the child and demonstrates that staff prioritise their engagement in activities they enjoy and children maintain connections that are important to them.

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

Allegations made by children are well managed by the leadership team. Children's voices are heard and information is shared across multi-agency teams as needed. When necessary, the managers conduct internal investigations to ensure that children are safe. Children are always informed of outcomes following an allegation, and staff work with children to help them reflect on any incidents which take place.

Physical interventions are only used rarely and as a last resort to keep children or others safe. The records are well written and have good management oversight. External professionals are kept informed and children and staff are spoken to following incidents, which helps everyone reflect and learn.

There have been some incidents of children being missing from home. Staff responses are consistent and they follow the children's individual plans to ensure their safety. Staff are proactive in searching for children and communicate effectively with external professionals, which helps ensure children are located as quickly as possible.

Staff are responsive to issues such as substance misuse and recognise when children are under the influence. They carry out direct work with children to help them understand risks and persevere with this work when children are not initially receptive. Risks relating to substance misuse have reduced over time, helping children become safer.

Staff are responsive to incidents of children self-harming. They ensure children feel safe and supported. Staff also work with children to explore their emotional wellbeing and develop alternative coping strategies at times of distress.

The effectiveness of leaders and managers: good

The manager works effectively with external professionals to achieve positive outcomes for children. Good communication and regular consultation about children's plans and care helps ensure that children's care is delivered in line with their needs, wishes and feelings.

The manager has a thorough understanding of the children's needs. She helps ensure they continue to make progress and that staff are equipped with the skills to keep them safe. Individual care plans are in place for each child that support their emotional and physical needs. Their plans are regularly updated and reviewed. Staff work in line with the plans, which means the children receive individualised care from staff and managers.

Supervision sessions for staff are reflective and up to date. Supervision is purposeful and covers personal wellbeing to ensure staff welfare. Sessions include learning and reflection about the quality standards, with a focus on a different topic each month.

There have been changes in the staff team, with several new staff starting work at the home. Staff have access to a training calendar and some additional training in line with the children's needs. Managers had previously identified that staff were lacking the necessary experience and skills needed for their roles. A clear and comprehensive plan was put in place to upskill the staff team. However, this has not been fully implemented. While this was due to other more experienced staff joining the team, managers have failed to fully review the plan. This means they have not fully considered whether staff had been provided with the training and support previously identified as necessary.

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

Statutory requirements

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. (Regulation 13 (1)(a)(b) (2)(c))	12 July 2026

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: SC370956

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: Katie Harrison

Registered manager: Melanie Kavanagh

Inspector

Amy Sims, Social Care Inspector

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