

# 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. It is registered to provide care for four children with social and emotional difficulties.

There is an experienced manager who is registered with Ofsted.

### Inspection dates: 12 and 13 September 2023

**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:** 24 August 2022

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 24/08/2022      | Full            | Outstanding                     |
| 28/07/2021      | Full            | Good                            |
| 29/01/2020      | Interim         | Declined in effectiveness       |
| 01/05/2019      | Full            | Requires improvement to be good |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Children receive a good standard of care. Staff know the children well and are skilled at meeting their individual needs. Children like spending time with staff. Mealtimes are seen as an opportunity to spend valuable time together. Staff provide children with emotional warmth and nurture. Staff are resilient and reliable. This enables children to enjoy close and meaningful relationships with staff.

Children are supported to pursue their hobbies and interests. One child plays football for a local team. Another child enjoys boxing and attending the gym. This helps to build children's confidence and self-esteem. Staff have taken children on holiday abroad, providing them with new experiences and an opportunity to bond.

Children's views are taken seriously. Staff regularly consult with children and take appropriate action. Children have a genuine say in how the home is run. For example, they have been involved in the redecoration of the home. They choose their own weekly meal plans and activities. Children's bedrooms are personalised, helping them to feel valued and to have a sense of belonging. As a result, children are happy and settled.

Children's health needs are well met by staff. Children are supported to attend all health appointments. They are encouraged to eat a healthy diet and take part in regular exercise. Staff are skilled at supporting children's emotional health. The home has introduced a therapeutic approach to care, which is currently being embedded. Support is available from the organisation's therapist. This gives staff a deeper understanding of children's needs and how to respond therapeutically. As a result, children's negative behaviours have reduced. One parent feels that her child is much calmer and is 'thriving'.

Staff support children to achieve in their education. Staff understand the barriers to education and help children to overcome these. One child has been supported to complete her exams and is due to start college. Staff are supporting another child to return to education. Staff have not always been successful in engaging children in home learning. This is an area for development.

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

Staff have a good understanding of the risks children are exposed to. Risks are carefully considered and regularly reviewed. Risk assessments are current and updated after every incident. They inform staff of the risks to the individual child and how to respond. Staff have the necessary information to keep children safe.

Children know how to complain. Complaints made by children are taken seriously. They are promptly investigated and appropriately resolved. Children can identify people they would talk to about concerns they have. Children receive help and

support to manage their feelings safely. This helps children to trust staff and feel safe.

Allegations made by children are dealt with robustly. Appropriate action is taken to ensure that children are safeguarded effectively. Relevant agencies are promptly informed and the correct procedures are followed. Poor and unsafe practice is challenged and addressed. This ensures that children are kept safe and standards of practice remain good.

Staff are guided by professionals to help children to reduce any substance misuse. Staff have regular one-to-one discussions with children. Children are supported to understand the dangers of substance misuse. Responses to the risks of drug and alcohol use are effective. Staff uphold firm boundaries with empathy and understanding. As a result, the risks children are exposed to are minimised.

There have been occasions when staff have used physical restraint, as a last resort to prevent harm to the child involved or others or damage to property. On one occasion, staff could have avoided the use of physical restraint with a more effective response to behaviour. Further training has since helped to develop staff. The team is becoming skilled in de-escalating incidents using a therapeutic approach. As a result, children's negative behaviours are reducing and relationships are strengthening.

### **The effectiveness of leaders and managers: good**

The registered manager is passionate and ambitious. She has high expectations for what children can achieve. She is a strong advocate and leads by example. Staff enjoy working at the home. They feel well supported and trust in the registered manager's leadership. There are several long-standing members of staff. This helps children to form attachments and maintain relationships.

The registered manager has good relationships with external agencies. She works in partnership with other professionals. Decisions are made in consultation, ensuring that plans for children are well considered. Children trust and confide in the registered manager. The registered manager is child-focused and ensures that the child's voice is heard. As a result, children receive individualised and coordinated care.

The registered manager has good oversight of the home. There are effective monitoring systems in place that capture important information and processes. The registered manager is proactive in ensuring that all actions are undertaken promptly. Areas of shortfall are quickly identified and appropriately managed. Managers regularly review and evaluate the service. This ensures that the registered manager knows the strengths of the home and any areas for development.

Staff have regular opportunities for training and development. Training is specific to children's needs. Staff receive regular supervision, ensuring that they feel supported.

Areas of focus include safeguarding and reflective practice discussions. This helps to develop staff and keeps the protection of children at the forefront of practice. Regular team meetings provide an opportunity for the team to develop and bond. Staff are supported to remain focused on building relationships with 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          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| <p>Restraint in relation to a child is only permitted for the purpose of preventing—</p> <p>injury to any person (including the child);</p> <p>serious damage to the property of any person (including the child).</p> <p>Restraint in relation to a child must be necessary and proportionate. (Regulation 20 (1)(a)(b) (2))</p> <p>This specifically relates to ensuring that restraint is only used for preventing injury or damage to property and that child debriefs take place within five days by someone who was not involved in the incident.</p> | 30 September 2023 |

## Recommendation

- The registered person should ensure that where a child is not participating in education because they have been excluded or are not on a school roll for some other reason, staff work closely with the placing authority so that the child is supported and enabled to resume full-time education as soon as possible. In the interim, the child should be supported to sustain or regain their confidence in education and be engaged in suitable structured activities. ('Guide to the Children's Homes Regulations, including the quality standards', page 28, paragraph 5.15)

## 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

Emma Dacres, Social Care Inspector

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