

SC370956

Registered provider: Keys Care Ltd

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 up to four children aged between 12 and 17 years who have a variety of complex needs, and who require specialist support. The manager was registered with Ofsted in February 2017 and is suitably qualified.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 20 and 21 October 2020 to carry out an assurance visit. The report is published on the Ofsted website.

Inspection dates: 28 to 29 July 2021

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: 29 January 2020

Overall judgement at last inspection: declined in effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/01/2020	Interim	Declined in effectiveness
01/05/2019	Full	Requires improvement to be good
04/09/2018	Full	Good
09/01/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive good care and support from a team that knows them well. Children are settled and they feel safe. They have strong relationships with the manager and staff. Children have good routines and they attend education every day. All children are beginning to develop their independence and are making considerable progress.

The staff and managers have an in-depth knowledge of each child's needs. Children have detailed care plans which are carefully adapted when needs and risks change. Managers and staff work closely with children, as well as the professionals who support them, to ensure that plans develop at the child's pace. As a result, children feel included, and they invest in the home and their care.

Managers and staff place great value on education. Children attend schools or have tutors at home. The staff do not give up on children when they are struggling to engage in education. Staff have built strong relationships with education providers and, together, they find approaches that work. Children are beginning to value their learning and have plans for the future.

Children take part in a range of activities, inside and outside of the home. Children are supported to see friends and family, go to the gym and visit activity venues. One child is currently taking part in the National Citizen Service. This has helped her to make friends and grow in confidence.

Children's views are heard, listened to and respected by the manager and staff. Regular house meetings take place, during which children raise any issues they feel are important. Staff complete good-quality key-work sessions with children, focusing on important topics which help children to make good progress.

Children's health needs are well met. Managers and staff support children to attend routine appointments. They also access specialist support where needed. One child has required extensive support this year during a particularly difficult time. The manager sourced specialist training and consultation to ensure that staff had the right skills to provide the care the child needed. The staff showed a high level of commitment during this time, which enabled the child to make progress.

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

Staff and managers have good awareness and understanding of the children's individual vulnerabilities, risks and needs, and they take effective action to keep children safe.

Staff manage children's behaviour well with sensitive approaches, consistent boundaries and personalised incentives. There is minimal use of physical

interventions. Where interventions have been used, they have been appropriate and in line with procedures. All incidents have robust management oversight.

The home has good links with safeguarding agencies. Concerns are shared appropriately with the relevant agencies. When children are missing from the home, staff and managers ensure that there is a coordinated response and that children are offered independent return home interviews on their return. Direct work is carried out with children to help reduce missing from home incidents and increase safety for children. As a result, incidents have reduced considerably in recent months.

Staff and managers ensure that children are safe online. They undertake regular phone checks and monitor use of devices. Consequently, any concerns are identified and reported. Children tell staff when they have any concerns, for example if they are asked for an inappropriate image. Regular work is undertaken regarding sexual exploitation and children are now more able to recognise risks.

The effectiveness of leaders and managers: good

There is a strong management team. The managers show real commitment to the children by developing personalised approaches to their care. Managers are ambitious for children, and consequently children make good progress and have clear plans for their futures.

Staff enjoy working at the home. They benefit from reflective supervision and regular training. Staff feel listened to and cared about. As a result, there is a stable, established staff team and children experience consistent care. The use of agency staff is kept to a minimum and, when they are required, the manager requests regular workers who know the children. This prevents unfamiliar adults from caring for the children.

Managers have a good understanding of the strengths and weaknesses of the home. They have worked hard to make improvements since their last inspection. Managers scrutinise shortfalls and translate learning into action plans for improvement. For example, where poor practice has occurred, managers investigate and take decisive action to prevent further incidents. This has improved the care that children receive.

Managers carefully consider plans for children who are coming to live at the home, and those who are leaving. They have learned from experience and reflect in detail before accepting new children into the home.

The managers regularly contribute to multi-agency meetings, providing robust advocacy for children and ensuring that children's views are heard. Managers challenge effectively where they believe that children's needs are not being met. Professionals have confidence in the manager and his leadership of the home.

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 Ltd

Registered provider address: C/o Pinsent Masons Llp, The Soloist Building, 1 Lanyon Place, Belfast, Northern Ireland BT1 3LP

Responsible individual: Anna Mynhardt

Registered manager: Adam Tarrant

Inspector

Laura Walker, Social Care Inspector

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