

SC370956

Registered provider: Keys Care Ltd

Interim 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, social and behavioural difficulties. The manager was registered by Ofsted in December 2016 and is qualified.

Inspection date: 29 January 2020

Date of last inspection: 1 May 2019

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection.

At the interim inspection, Ofsted judges that it has declined in effectiveness.

The manager and staff have failed to ensure that young people are effectively safeguarded. There have been numerous safeguarding concerns:

- Bullying takes place regularly, including violence, verbal abuse and aggression. Staff have been unable to keep young people safe or take effective action to prevent bullying.
- Staff have failed to prevent young people from taking the car keys from the staff office and driving the home's car. This placed young people and members of the public at significant risk of harm. This was the second occasion in the last 12 months that children have taken the car keys and driven the home's car.
- Staff have failed to exercise vigilance when a young person was out in the community. They did not check on the welfare of the young person. Subsequently, the young person placed themselves and others at risk.
- The manager and staff have not effectively managed young people's social media use. Young people have exchanged hurtful messages, which have then escalated to aggressive confrontation. Another young person was at risk as a result of sharing material of a sexually explicit nature.
- Staff did not respond appropriately when concerns arose about a child's emotional health that were likely to significantly increase their vulnerability. Staff did not share their concerns with the appropriate safeguarding agencies.
- The manager has failed to fully assess the impact on the existing residents of new young people coming to live at the home. This has the potential to place young people at risk.

The efforts of the manager to secure full-time education provision for young people have been largely unsuccessful. As a result, young people are not attending school, although most do receive limited input from personal tutors. This means that young people have a great deal of unstructured time and have not developed good routines.

The home's leadership did not take robust measures to address the shortfalls identified at the home's last inspection. These shortfalls included bullying and the young people taking the home's car. However, there have been some improvements since the last inspection. The manager has improved the overall presentation of the building, both internally and externally. Young people now benefit from a newly fitted kitchen, improved decoration throughout and new soft furnishings. This

provides a more comfortable and welcoming home environment for young people. The manager has also shared information with Ofsted as appropriate.

Overall, the staff team is now stable and the turnover has been reduced. This has the potential to provide young people with the consistent care that they require.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/05/2019	Full	Requires improvement to be good
04/09/2018	Full	Good
09/01/2018	Full	Good
30/01/2017	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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to understand the importance and value of education, learning, training and employment; and help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible. (Regulation 8(1), (2)(a)(iv)(viii))	08/03/2020
*The protection of children standard is that children are protected from harm and enables to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; and take effective action whenever there is a serious concern about a child's welfare. (Regulation 12(1), (2)(a)(ii)(iii)(vi))	08/03/2020
*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—	08/03/2020

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(a)(b), (2)(e))	
The care planning standard is that children— receive effectively planned care. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home’s statement of purpose. (Regulation 14(1)(a), (2)(a))	08/03/2020

* These requirements are subject to a compliance notice.

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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 Mason LLP, The Soloist Building, 1 Lanyon Place, Belfast, Northern Ireland BT1 3LP

Responsible individual: Robin Taylor

Registered manager: Adam Tarrant

Inspector

Phillip Morris, social care inspector

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