

SC374268

Registered provider: Keys Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home cares for young people with a variety of complex needs aged between 10 and 18 who need specialist support.

A registered manager is in post.

Inspection dates: 5 to 6 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: 12 December 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/12/2017	Full	Good
22/02/2017	Interim	Sustained effectiveness
03/08/2016	Full	Good
14/03/2016	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 registered person may only employ an individual to work at the children's home if the individual satisfies the requirements in paragraph (3). For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. (Regulation 32 (2)(a)(4)(a)(b))	31/10/2018
The registered person must ensure that within 5 days of the use of a measure of control, restraint or discipline, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(c))	30/09/2018

Recommendations

- Ensure young people live in an environment which meets their basic day-to-day needs. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.7)
In particular, ensure that the damp issue on the bathroom ceiling is addressed.
- Children's home staff should act as effective advocates for or on behalf of a child who may be experiencing difficulties with education or training matters including, but not limited to, attainment, admissions, attendance or behaviour, as a good parent would do. ('Guide to the children's homes regulations including the quality standards', page 28, paragraph 5.12)
- Ensure that when a child returns to the home after being missing from care or away from the home without permission, the responsible local authority must provide an opportunity for the child to have an independent return home interview. Homes should take account of the information provided by such interviews when assessing risks and putting arrangements in place to protect each child. ('Guide to the children's homes regulations including the quality standards', page 45, paragraph 9.30)

Inspection judgements

Overall experiences and progress of children and young people: good

Staff offer a range of activities that are bespoke to each child's needs. Staff consider what each young person enjoys and they promote that interest. This was observed during the inspection when a horse riding activity was organised for a child the day after they moved in. When children are reluctant to engage in activities, staff continue to provide nurturing care and encourage participation. This approach has been effective and children have made progress in accepting the care that they are offered.

Transitions into the home are managed well. Managers and staff strive to build positive relationships with children from the onset. Prior to children moving to the home, staff meet children to get to know them. A bedroom prepared for one child moving in contained her favourite chocolate and a copy of her favourite film. These thoughtful touches help children to feel welcome.

Vast improvements have been made to the decor of the home, creating a welcoming environment with new carpets and repainting throughout the house. A new bathroom suite has been fitted, although investigation work is ongoing to resolve some damp on the bathroom ceiling.

Children's health and well-being needs are well supported. Staff act quickly to ensure that children receive the help and support that they need. When one child was not in education, this was challenged by leaders and managers, resulting in alternative provision being provided such as one-to-one tutoring. However, there was a delay in this being escalated appropriately. A timelier response could have secured an education placement sooner.

Children understand how to complain and use the home's complaints process if they feel it is necessary. Managers take complaints seriously and respond to them in an appropriate manner. Children's views are sought through children's meetings and inform their care plans. Generally, children's views are obtained following any sanctions that are implemented. However, this needs to be done consistently to ensure that every opportunity is used to gather children's opinions about this aspect of the care that they receive.

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

Staff respond quickly to risks and incidents that happen. Their quick thinking and calm approach keeps children safe from further harm. Incidents are followed up, with a review of risk assessments. These documents are clear and outline appropriate measures to keep children safe. The guidance provided to staff is clear and most importantly children's views are sought when considering how they would like risks to be managed.

When children go missing, staff respond quickly and follow the protocols in place to

ensure that children return to the home safely. Staff talk to the children about the risks of being missing and encourage such discussions between the children and the local police. However, independent return home interviews are not always completed.

Children are provided with clear boundaries. Some of these boundaries are challenged by children. However, the consistency from the staff team ensures that children have clear expectations, which promotes positive behaviour.

The manager is very aware of the risks in the local community and has implemented a good locality risk assessment. This highlights the immediate dangers in the local area and what action staff should take to reduce such risks.

The effectiveness of leaders and managers: good

The manager has been registered with Ofsted since September 2017. She is well supported by her deputy manager.

Staff receive appropriate training that is relevant to the needs of the children. While training has improved since the previous inspection, not all staff have obtained the required level 3 qualification within the required time frames. The current impact of this on children is minimal as the majority of the team members have the relevant qualification.

Staff feel supported. They enjoy their roles and are committed to supporting the children who they care for. Staff receive regular supervision and appraisals and the manager addresses staff practice when needed.

When matching new children to the home, risks are carefully considered and pre-admission meetings take place that involve the manager and other professionals within the organisation. The manager feels in control of who moves into the home, which promotes ownership and accountability.

The manager has a good understanding of the home's strengths and areas for development. She is child-focused and understands the children's needs well. This approach is evident throughout the staff team that follows her example.

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: SC374268

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: Alison Blyth-Bishop

Registered manager: Gayle Heaton

Inspector

Lisa O'Donovan: social care inspector

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