

SC374640

Registered provider: Keys CWC Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is part of a large national organisation. The home is registered to look after and care for up to three children. Two children were living at the home during this inspection.

- The manager was registered with Ofsted to manage this home in January 2019.
- The manager has recently resigned her registration with Ofsted.
- The manager was on leave during this inspection.

Inspection date: 1 October 2019

Judgement at last inspection: requires improvement to be good

Date of last inspection: 16 April 2019

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.

Three of the five requirements raised at the previous inspection have not been met. These have been repeated at this inspection and a new requirement in relation to engaging more effectively with external agencies has also been issued.

The monitoring and oversight of major sanctions and behavioural incidents are starting to improve but require further work as, at times, they lack robust scrutiny and effective evaluation. The manager has not identified and rectified omissions and discrepancies within records relating to physical interventions and sanctions. This lack of effective recording and evaluation prevents the manager from making the required improvements to the quality of care children receive.

Staff encourage the children to take part in a wide range of activities in the local and wider community. However, despite staff involving both children currently living at the home in the planning of their activities, the children regularly decline to take part in these. Staff have not explored more effective and creative ways to engage the children in meaningful activities that are good for their health and well-being and that broaden their personal interests and hobbies.

Since the previous full inspection, children have gone missing from the home. Staff took appropriate action to ensure that they returned safely. Following missing from home events, staff spend time with the children to establish where they have been and with whom. However, despite this good work, the manager has not escalated her concerns when her requests for an independent return home interview have not taken place within the appropriate timescales. Neither has she been successful in gaining information from all independent return home interviews, despite her repeated requests. This limits the opportunity to understand important intelligence about the children and ensure that the home and the local authority take the appropriate action to safeguard them.

The home provides a warm and homely environment for children that reflects their personalities and interests, particularly in the bedrooms, which are personalised. When damage occurs to the home, the manager ensures that it is repaired swiftly.

The manager appropriately refers all safeguarding concerns to the correct safeguarding agencies. She follows their advice and takes appropriate action. The quality of an internal investigation into a recent safeguarding concern is good.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/04/2019	Full	Requires improvement to be good
31/10/2018	Full	Requires improvement to be good
18/07/2018	Full	Inadequate
16/06/2016	Full	Good

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
5: Engaging with the wider system to ensure children's needs are met In meeting the quality standards, the registered person must, and must ensure that staff— seek to secure the input and services required to meet each child's needs; if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans; (Regulation 5 (a)(b)(c)) In particular, escalate concerns within the local authority to ensure that independent missing from home interviews take place within 72 hours and the intelligence gained is used to ensure that the home and the local authority take the appropriate action to safeguard children.	07/11/2019
9: The enjoyment and achievement standard The enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, cultural, intellectual, physical and social interests and skills. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— develop the child's interests and hobbies; participate in activities that the child enjoys, and which meet and expand the child's interests and preferences; and make a positive contribution to the home and the wider community; and that each child has access to a range of activities that enable the child to pursue the child's interests and hobbies. (Regulation 9 (1)(2)(a)(i)(ii)(iii)(b))	07/11/2019
13: The leadership and management standard In order to meet the leadership and management standard, the registered person should enable, inspire and lead a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare.	07/11/2019

In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home’s statement of purpose; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (2)(a)(h)) In particular, ensure that there is effective monitoring, scrutiny and evaluation of records relating to restraint, behavioural incidents and sanctions.	
35: Behaviour management policies and records The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child’s behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure (“the user”), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so (“the authorised person”)— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, 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)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)(iv))	07/11/2019

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.

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.

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: SC374640

Provision sub-type: Children's home

Registered provider: Keys CWC Limited

Registered provider address: Keys Group, Maybrook House, Queensway, Halesowen, Worcestershire B63 4AH

Responsible individual: Michael Spencer

Registered manager: Andrea Wood

Inspector:

Sharron Escott, social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence>, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: <http://www.gov.uk/ofsted>

© Crown copyright 2019