

SC386502

Registered provider: Keys Education Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately run children's home is registered to provide care for up to three children who may have emotional and social difficulties. At the time of the monitoring visit, there were three children living in the home.

There has not been a registered manager since July 2022.

Inspection date: 2 November 2022

This monitoring visit

During a full inspection on 14 and 15 September 2022, inspectors identified significant shortfalls in safeguarding practice and leadership and management. Inspectors also found that children's health may be at significant risk because they were not receiving recommended medical intervention. As a result, three compliance notices were issued, under Section 22A of the Care Standards Act. These related to regulation 10, the health and well-being of children, regulation 12, the protection of children standard and regulation 13, the leadership and management standard.

The focus of this visit was to monitor and review the actions taken by the provider to meet the compliance notices.

Children's health needs are now fully understood and are being met. The staff team and manager have completed a range of individual discussions with each child focusing on matters relevant to their emotional and physical health. This has meant that children have a better understanding of their health and well-being, and have made informed decisions which have contributed to improvements to their health.

Children now benefit from individualised risk management plans. Staff have taken effective action in response to incidents because these plans provide them with clear strategies to follow to reduce risks for children. These plans are regularly reviewed and shared with staff to ensure that they have the most current information in relation to children's risks and any vulnerabilities.

Staff have benefited from training to improve their skills and knowledge. As a result, safeguarding practice has improved. Key policies have been reviewed alongside revised formats for team meetings and supervision. Staff are encouraged to reflect on safeguarding incidents and are provided with learning opportunities to further develop their practice.

Staff have completed numerous training courses since the last visit. These include an advanced level safeguarding course. Leaders and managers ensure that training is effective by evaluating the impact on staff practice.

There is now regular and effective communication with all partner agencies, including safeguarding agencies. Any concerns are reported in a timely way which ensures a multi-disciplinary approach to managing children's risks and vulnerabilities.

Management oversight has significantly improved. Leaders and managers have taken appropriate action to address the shortfalls. As a result, children feel safe and staff feel more confident in their roles and responsibilities.

At the time of the visit, there was sufficient staff to care for the three children that live at the home. However, there is no registered manager. The current manager is not registered, and he told the inspector he is due to leave the company soon. This change may have an impact on the provider's ability to continue to provide safe care and strong leadership.

In Ofsted's view, the provider has taken sufficient action to meet the compliance notices under regulation 10, the health and well-being of children, regulation 12, the protection of children standard and regulation 13, the leadership and management standard.

The other requirements were not considered at this visit but will be reviewed at the next inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/09/2022	Full	Inadequate
22/03/2022	Full	Good
12/02/2020	Full	Requires improvement to be good
05/06/2018	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, 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
The registered provider must appoint a person to manage the children's home if there is no registered manager. (Regulation 27 (1)(a))	22 December 2022
The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) In particular, ensure that staff receive regular, high-quality supervisions in line with the organisation's policy.	22 December 2022
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 effectiveness and any consequences of the use of the measure. (Regulation 35 (3)(a)(vii)) In particular, ensure that each physical intervention is evaluated by a person with the skills to identify any areas of concern or improvement.	22 December 2022
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date. (Regulation 37 (1) (2)(a)(b))	22 December 2022

In particular, ensure that rotas contain all details as set out in Schedule 4 of the Children's Homes Regulations 2015.	
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; there is an allegation of abuse against the home or a person working there; there is any other incident relating to a child which the registered person considers to be serious. A notification made under this regulation— must include details of— the matter. (Regulation 40 (4)(a)(c)(e) (5)(a)(i) In particular, leaders and managers must ensure that all notifiable events are submitted to Ofsted, within timeframes, and contain all relevant information.	22 December 2022

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC386502

Provision sub-type: Children's home

Registered provider: Keys Education Limited

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

Responsible individual: David Carser

Registered manager: Post vacant

Inspector

Jessica Higginson, 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 children looked after, 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 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://reports.ofsted.gov.uk/>.

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: www.gov.uk/ofsted

© Crown copyright 2022