

SC386502

Registered provider: Keys Education Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. It offers care for up to three children who may experience social and emotional difficulties.

At the time of the inspection, three children were living in the home.

The manager registered with Ofsted in November 2023.

Inspection dates: 2 and 3 September 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 9 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2024	Full	Good
16/11/2023	Full	Good
04/01/2023	Full	Good
13/09/2022	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Children living in this home receive consistent, kind and effective support from a stable and knowledgeable staff team. Since the last inspection, the same three children have remained living in the home and have each been supported to make individual progress in line with their age and understanding.

Children's educational needs are well met and understood. Children's views around their education are listened to and promoted. Staff ensure that the right provision is sought for the children and escalate concerns when any delays or barriers to education are identified. For one child, this has meant successfully returning to full-time education having not accessed full-time education for several years.

Children each have their own unique identities, interests and hobbies that are encouraged and well supported by staff. Children regularly play golf, horse ride and spend time doing things they enjoy. Staff know and understand children's interests and take an active role in children's pursuits, supporting children to express who they are and spend time together having fun.

Staff know and understand children's individual health needs and ensure that children access the right support at the right time to meet their physical and emotional health needs. Staff consult with health professionals regularly and listen to children's views about their health and medication. Staff support children to take medication safely. However, for one child preparing to move on from the home, additional support was not explored or provided to enable them to independently and safely manage the administration of their own medication.

Staff's support and promotion of children's independence is inconsistent. Children are helped to learn life skills such as cooking and budgeting, but not all children are able to access the internet without staff supervision, learn how to navigate public transport or go to the local shop independently. There is little rationale around why this has not been further explored and is not in line with children's age and development and does not allow children the same freedoms or opportunities as their peers.

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

Staff understand children's current and presenting risks and know how to respond in line with children's plans. Staff show genuine care towards children, providing empathy and compassion to children who may be experiencing challenging personal circumstances, such as moving into adulthood or loss and bereavement. One social worker said, 'I really appreciate the kindness and care from staff. They have never given up on [name of child] despite some challenges and have provided [name of child] with a safe and stable home environment, for which I am very appreciative.'

Children are supported to make complaints if they wish, and staff have enabled children to make complaints about external agencies when they have voiced concern or dissatisfaction. Children are always given the opportunity to have their views listened to and expressed; outcomes of any complaints are fed back to children where appropriate.

Allegations are always appropriately managed and investigated. Children are always listened to, and outcomes are always provided to children in a suitable, child-focused way. Where necessary, children are helped and supported to resolve and rebuild any challenging relationships.

The number of risk assessments for children is not always reflective of children's current and presenting needs. This can lead to multiple and complex strategies for staff to use, which could be difficult for newer staff to follow and understand.

Incidents resulting in physical intervention are rare, and when used, physical intervention is appropriate. Children are always supported following any intervention, and their views are gathered and actioned where necessary. However, the recording of the actual hold used does not always provide sufficient detail for effective evaluation.

Consequences used in the home are overused and ineffective. The manager does not always fully evaluate the effectiveness of consequences used to identify themes and develop practice. Staff say that children respond better to positive praise and incentives, which is more in line with children's care plans.

The use of bedroom door alarms is not always reviewed effectively in line with children's presenting risks and needs. Children can move freely in all areas of the home. However, the use of bedroom door alarms is default practice, despite children's risks and needs changing.

The effectiveness of leaders and managers: good

The registered manager is suitably qualified and experienced and knows the children well. She is a constant figure in the home, and children identify her as somebody that they trust and approach for help and support. One social worker said, 'The manager continuously advocates for [name of child] and their care needs; she is child-centred and puts [name of child's] wishes and feelings at the forefront of all decision-making.'

Staff say that they are well supported and that there is an open and kind culture in the home, where they help one another. Many staff say that their manager is the best manager that they have had and that they love working in the home.

Staff training is up to date and relevant to children's individual needs. The manager has sourced and ensured that all staff have had more specialised training relating to

relevant circumstances for children. Staff say that they found this helpful to develop their understanding and provide better emotional support.

Staff receive regular supervision and appraisals that are practice related and reflective. Staff have opportunities to share good practice in team meetings and group supervisions. This ensures that staff understand what is working well and can reflect on and address areas of development to provide a consistent approach for children.

The manager has extensive knowledge and understanding of what is happening for children in the home and has constant oversight in all areas of practice. She has suitable systems in place that provide detailed oversight of the home and uses these consistently to ensure that children are provided with nurturing care.

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home's statement of purpose; ensure that staff— help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; provide to children personal items that are appropriate for their age and understanding; and make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b) (2)(a)(b)(vi)(viii)(ix)) In particular, staff should be equipped with the skills, confidence and understanding to promote children's independence in line with their peers, age and development.	20 November 2025
The registered person must ensure that— any limitation placed on a child's privacy or access to any area of the home's premises— is kept under review and, if necessary, revised; and	20 November 2025

allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (c)(iii)(iv))	
In particular, door alarms on children's bedrooms should be reviewed and revised where appropriate.	
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))	20 November 2025

Recommendations

- The registered person should ensure that all records of restraint include a detailed description of the restraint technique used. This will support the manager to identify effective practice and respond promptly where any issues or trends of concern emerge. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59)
- The registered person should ensure that children, in line with their age and understanding, are given the opportunity and support to safely manage their own medications. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.16)
- The registered person should ensure that children's records, including risk assessments, are kept up to date and under review. Children should be supported to have their views reflected in their assessments. ('Guide to the Children's Homes Regulations, including the quality standards', page 58, paragraph 11.19)

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: SC386502

Provision sub-type: Children's home

Registered provider: Keys Education Ltd

Registered provider address: Maybrook House, Third Floor, Queensway,
Halesowen, West Midlands B63 4AH

Responsible individual: Susan Davies

Registered manager: Victoria Rodden

Inspector

Justina Henry, Social Care Inspector

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