

SC386502

Registered provider: Keys Education Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately run and provides care for up to three children who experience social and emotional difficulties.

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

There has not been a registered manager in post since August 2022.

Inspection dates: 4 and 5 January 2023

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 13 September 2022

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

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. 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 standard), regulation 12 (the protection of children standard) and regulation 13 (the leadership and management standard).

Ofsted carried out a monitoring visit on 2 November 2022. The provider had taken sufficient action to meet the compliance notices.

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

Inspection judgements

Overall experiences and progress of children and young people: good

Children say that they are happy living in the home. They have trusting and positive relationships with staff. The children say that they can talk to staff if they have a problem and that they will always help. Children also understand how to make a complaint. When children raise concerns, their issues are addressed and responded to. This positive response ensures that they feel listened to and that their views are valued.

Children are doing well in school and have good attendance. One child was recently completing an apprenticeship, which included full-time work. However, this has recently ended, and the manager and staff are working with the child to find an alternative apprenticeship scheme.

Each child has individualised care plans which are detailed and give clear guidance to staff. Staff demonstrate a good understanding of what the plans are and how they can best support children.

Children's health and well-being needs are met and they have access to health professionals when needed. Children are also educated by staff on the importance of attending appointments and receiving vaccinations. This means that children can make informed decisions about their health and have subsequently chosen to have their vaccinations.

Family time is supported in line with relevant plans. This means that children's individual needs are met and that they can maintain the relationships which are important to them.

Children are supported to develop their independence in line with their age and individual needs. Staff support the children to develop their independence skills. This targeted work helps to prepare them for adulthood.

Children enjoy access to a range of social, educational and recreational opportunities, including activities in the local community. These include groups and clubs as well as time with friends. This means that children have age-appropriate social interactions and can build skills and strategies to form and maintain relationships and gain a sense of their own identity.

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

Each child's risks are detailed in their risk management plans. These are robust documents which are updated following significant events and give clear guidance to staff to ensure that they respond consistently to children. Staff understand these documents and follow the strategies agreed within the plans.

When children go missing from care, there are clear and comprehensive plans in place for staff to follow. The manager and staff work collaboratively with external professionals, such as the local police and missing-from-home team, to ensure well-coordinated responses when children go missing from the home. Children are supported to share any concerns when they return by speaking with the staff and by having the opportunity for an independent return home interview.

Staff demonstrate their understanding of the company's safeguarding policy. Any concerns have been appropriately referred to the local authority designated officer, and Ofsted has been notified of any significant events. Leaders and managers have taken all necessary action to investigate and address these concerns and have ensured that the needs of the children were prioritised throughout the process.

Incidents are managed well and recorded appropriately. The managers have good oversight of each incident and have added their evaluation onto each report.

Direct work takes place around relevant topics, such as knife crime, sexual health and e-safety. This helps children to learn how to keep themselves safe. These sessions are proactive; however, when needed, they are also carried out in response to risks posed by the children.

Records of medication administration are maintained. However, there have been occasions when pain relief medication has been administered to the children and staff have not recorded why the medication was required. This means that it is not possible to monitor appropriately and seek further health advice when required.

Room searches are carried out when necessary. These are done sensitively and are appropriately recorded, including the reasons for the search and the work carried out by staff to seek the child's consent to the room search.

There have been no occasions where restraint has been used, which demonstrates that strategies detailed in children's plans and staff training are effective.

The effectiveness of leaders and managers: requires improvement to be good

There is no registered manager in post. There have been several changes to the management of the home, which has caused some inconsistencies in the management of the home. The deputy manager is currently the acting manager and is overseeing the day-to-day management of the home. There is a plan in place to recruit a manager to register with Ofsted.

The acting manager has a good understanding of the children's progress and needs and instigates appropriate action when needed.

There are systems in place for effective monitoring of the home, which ensures that the leaders and managers have sufficient oversight of the home and are able to identify and address any issues.

Team meetings are well attended and occur monthly. They cover topics which are relevant to the current matters arising in the home. They are used as a development opportunity for the team.

Staffing is consistent. There is a core team of staff who are suitably trained in mandatory courses. However, not all staff have received training that is tailored to the specific needs of the children.

Imposed consequences are not evaluated for effectiveness. The manager should ensure that all incidents of control and discipline are recorded and have regular scrutiny to ensure that their use is fair and effective.

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— 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 staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c)) In particular, the registered person must ensure that staff have completed training for the children's individual needs, specifically training in global developmental delay and sexualised behaviours.	1 February 2023
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home. (Regulation 27 (1)(a))	1 March 2023
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)) Specifically, the registered person must ensure that the effectiveness of consequences is evaluated.	1 February 2023

Recommendation

- The registered person should ensure that records are kept of the administration of all medication, including the reason that pain relief medication is administered. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.15)

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 Limited

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

Responsible individual: Susan Davies

Registered manager: Post vacant

Inspector

Katie Tomlinson, Social Care Inspector

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