

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 owned by a private company. It is registered to provide care and accommodation for three children and young people who may have challenging behaviour and/or may be emotionally vulnerable.

There is an acting manager in post who is not yet registered.

Inspection dates: 5 to 6 June 2018

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: 2 May 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/05/2017	Full	Good
18/01/2017	Interim	Sustained effectiveness
09/11/2016	Full	Good
24/03/2016	Interim	Sustained effectiveness

What does the children's home need to do to improve?

Recommendations

- When a child returns from 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. ('Guide to the children's homes regulations including the quality standards', paragraph 9.30, page 45)
- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans and where they have fully considered the impact that the placement will have on the existing group of children. ('Guide to the children's homes regulations including the quality standards', paragraph 11.4, page 56)
- It is essential that homes understand what will be required of them before they accept responsibility for a child's placement, to avoid disruption and instability for the child in future and for other children in the home. ('Guide to the children's homes regulations including the quality standards', paragraph 11.5, page 56)

Inspection judgements

Overall experiences and progress of children and young people: good

The home has been through an unsettled period. Young people have repeatedly gone missing from the home. The home's admission procedure did not fully consider the impact of new admissions on the existing group of young people. Historical information was brief. This caused a deterioration in their behaviours and had an impact on the overall experiences and progress of the young people.

Staff support young people to make transitions to new placements. Some of the young people have moved on to live with their families.

There has recently been one planned admission to the home. Staff know the young people well and have developed positive relationships with them. The young people enjoy going out on bike rides together, supported by staff.

Staff value young people's education and have high aspirations for them. The use of incentives encourages the young people to attend their education provision. This method is successful, and some young people are preparing to sit their GCSE exams.

Staff provide opportunities for young people to give their views on their care. Young people choose their activities and food that they like. Young people can share any concerns that they have with their staff. Young people know how to make a complaint and whom to contact if they need to raise concerns with someone who is independent of the home.

Staff support the young people to have contact with their families and friends. This ensures that they have a good knowledge and understanding of their identity.

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

Staff are committed to maintaining the safety and well-being of the young people. Individual risk assessments are regularly reviewed to ensure that any changes are recorded. The information is shared among members of the staff team to ensure that young people receive consistent care.

The young people who are living in the home seldom go missing. When this happens, staff follow the missing-from-home procedures. There have been a few occasions when young people have not been provided with an independent return home interview. This does not demonstrate that young people have someone to talk to who is independent of the home, and is a missed opportunity.

Staff know when young people are anxious, because they know them well. Staff devise individual behaviour management plans. Young people tell staff what they need them to do when they become upset or angry. This is helping young people to manage their

behaviour in a calmer way. As a result, the need for physical intervention has been reduced.

Staff use rewards and incentives effectively. These goals are linked to young people's interests, and are proving highly successful in supporting young people to manage their behaviours in a calmer manner.

Staff understand how young people's experiences and emotions can be communicated through their behaviour. They identify the triggers to behaviour and ensure that they have the opportunity to discuss any issues that may worry them.

Young people are learning about each other's tolerance levels and to respect each other's privacy.

Staff employed at the home are subject to organisational vetting procedures. They do not start work at the home until all appropriate checks are complete. This ensures that people who are assessed as safe look after young people.

The effectiveness of leaders and managers: good

A new manager is in place, and has the necessary experience and skills to lead the home. She has gained the level 5 diploma in leadership and management.

The manager identifies the strengths and improvements of the home. She plans to support the young people to progress in education and engage more in activities of their choice. She recognises the qualities of the staff and how they work consistently and are dedicated to supporting the young people to gain positive outcomes.

The manager is child focused and prioritises the needs of the young people in the home. Her knowledge of them is good. She spends time with them and engages in discussions about their hobbies and interests. A young person said of the manager, 'I like her, she's nice.'

The manager monitors the service on a regular basis. She evaluates the progress of young people and considers the plans for the service.

The manager provides her staff with regular supervision that is of good quality. Monthly staff meetings provide a forum for staff to discuss young people's progress and any practice issues. All new staff undertake induction training. They familiarise themselves with policies, procedures and practice in the home.

The manager works well with social workers, education staff and health professionals. This ensures that young people receive a range of care that is specific to their needs. This is effective in helping young people to make positive progress in terms of their individual goals, including keeping themselves safe from harm.

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 difference 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: SC386502

Provision sub-type: Children's home

Registered provider: Keys Education Limited

Registered provider address: Maybrook House, 2nd floor, Queensway, Halesowen, Worcestershire B63 4AH

Responsible individual: David Carser

Registered manager: Post vacant

Inspector

Jo Hornby, social care inspector

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