

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 may have social and emotional difficulties.

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

There has not been a registered manager in post since August 2022. A new manager has been recruited and has applied to Ofsted for registration.

Inspection dates: 16 and 17 November 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: 4 January 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/01/2023	Full	Good
13/09/2022	Full	Inadequate
22/03/2022	Full	Good
12/02/2020	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children benefit from warm, trusting and secure relationships with staff and sustain their positive attachments. Care planning and practice are highly individualised to meet the specific needs of children. Staff provide children with continuity of care to ensure that they have consistency and stability in their lives.

Two children have lived at the home for over four years. One of these children now requires a pathway plan to promote their readiness for adulthood. One child said, 'I have lived here for nearly six years. The staff are wonderful, and I'm so lucky to have them.' The child's social worker said, 'My child sees this as their forever home.'

Children are registered with the health services that they need to maintain good health. Staff support children to attend their health and medical appointments. Medical consent is obtained to ensure that staff are familiar with the types of health decisions and responsibilities that are delegated to them. Children's medication is stored and administered safely by staff.

Children attend education regularly and make good progress in relation to their starting points. Children benefit from effective support and encouragement from staff to promote their education and learning. One child who is new to the home is currently home tutored. The manager is in the process of securing mainstream educational provision for the child. The child's social worker said that the child is engaging well with the tutor and that so far, the home's approach to working with the child has been positive.

Staff support children to spend time with their families to ensure that they sustain their close relationships with the people that are most important to them. Staff provide children with positive activities to promote their interests and hobbies. For example, children enjoy horse-riding, cadets, football and rugby.

Staff provide children with effective support through one-to-one work, and they maintain strong partnerships with social workers, schools and other professionals to ensure that children benefit from the best possible wrap-around support. A social worker said, 'They are 100% pro-active and very much a team around the child. The placement is amazing.'

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

Staff use risk management plans effectively to protect children and keep them safe from harm. Risk assessments for children are regularly reviewed and updated by staff. Staff have a good understanding of children's specific needs and vulnerabilities and manage risks associated with children safely and effectively.

Significant incidents are reported to the appropriate authorities to ensure that children are supported and protected from harm. Staff are trained in child protection and take their safeguarding responsibilities very seriously.

Children rarely go missing from the home. When a child does go missing, staff actively look for them and work with the police to locate them quickly and secure their safe return. Return home interviews are completed independently when the child returns.

Staff manage the children's behaviours safely and reinforce positive behaviour. The use of restraint is a last resort that is only ever used to protect children from harm.

The types of consequences staff use to manage unacceptable behaviour are fair, balanced and proportionate. Children know how to make a complaint, and their complaints are investigated and treated seriously.

The accommodation provided for children is cosy, comfortable and homely. Children's bedrooms are personalised and nicely decorated in keeping with their feelings and wishes. However, one child's bedroom was slightly untidy and needed attention to help them organise their personal belongings in a way that would encourage them to settle.

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

The home has experienced an unsettled period, with changes occurring in the staff team and management of the home. The home has now been without a registered manager for over 12 months. A new manager has been recruited and has applied to Ofsted for registration.

There are currently three staff vacancies; the manager is in the process of recruiting staff for the vacant posts to avoid the need to use agency staff in the future.

Staff meet the aims and objectives as set out in the home's statement of purpose. The requirements and recommendations raised at the last inspection have been addressed.

Staff attend regular team meetings and have regular practice-related supervision to support their performance and to review the children's progress and experiences. Staff benefit from relevant training to develop their skills to enable them to meet the specific needs of children effectively.

The manager is a strong advocate for children. The manager and staff have established good working relationships with all the relevant professionals to promote the best outcomes for children. A social worker said, 'The staff love and really care for the children. The manager is fantastic, and she's very professional.'

The manager reviews the quality of care provided for children and considers the views of children, social workers and other stakeholders. The home's independent monitoring activities help the manager to understand the strengths and weaknesses of the home. The manager takes action to tackle any weaknesses to secure continuing improvement.

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 person must ensure that the employment of any person on a temporary basis at the children's home does not prevent children from receiving such continuity of care as is reasonable to meet their needs. (Regulation 31 (1)) This relates specifically to the registered person ensuring that the home is fully staffed to avoid the need to use agency staff.	5 January 2024

Recommendations

- The registered person should establish routines that allow for children's bedrooms to be tidied and cleaned regularly. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.20)
- The registered person should ensure that a pathway plan is obtained for an eligible care leaver. ('Guide to the Children's Homes Regulations, including the quality standards', paragraph 3.27, page 17)
- The registered person should ensure that children of compulsory school age are supported to resume their education on a full-time basis. ('Guide to the Children's Homes Regulations, including the quality standards', page 28, paragraph 5.14)

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: Victoria Rodden

Inspector

Anthony Kyem, Social Care Inspector

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