

SC386505

Registered provider: Keys Education Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home that provides care for up to 3 children who may experience social and emotional difficulties.

The home registered with Ofsted in 2009. The registered manager has been in post since September 2014.

At the time of this inspection, 3 children were living at the home.

Inspection dates: 14 and 15 January 2026

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: 25 and 26 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/02/2025	Full	Good
26/03/2024	Full	Good
28/09/2022	Full	Good
29/09/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children feel loved, valued and understood by the staff who care for them. One child said that they would not be where they are today if it was not for the staff at their home. Another child said that the staff really understand them and support their mental health. This supports children to have a sense of belonging and rebuild trust in their lives.

There is a clear therapeutic offer embedded into the children's care. The children receive therapeutic parenting that is natural. This approach is underpinned by good relationships between the staff who care for the children and the allocated therapist. As a result of this relationship, children are now accessing specialist therapeutic intervention to support their individual needs.

Children receive individualised support to focus on their aspirations. One social worker said that going from where their child was, which was not attending any education, to where they are now is just incredible. The social worker said that she could not be more thankful for the staff team. This child now aspires to progress to college and to have a career. This support combined with the therapeutic care that children receive supports them to recognise their own self-worth.

Children are supported to develop new life skills to support their future. The staff team works closely with outside organisations to ensure that children have robust pathway plans that are underpinned by their views. This good partnership working has made a significant difference to one child's life, who described the allocated practitioner who is supporting them as an 'angel'. This partnership working ensures that children do not experience instability and insecurity as they approach adulthood.

The assessment that is completed before children move into the home would benefit from further evaluation about the location of the home. Further evaluation would support the team to understand any additional risks in the local area that may impact children's stability. Although there has not been any disruption at present, this assessment would potentially avoid children experiencing disruption in their lives in the future.

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

Staff have a good understanding of the plans to keep children safe. Relationships between children and staff support children to be open about the risks in their lives. Staff implement preventative strategies to reduce risk and act swiftly when risks increase. This results in a consistent, dynamic approach to keeping children safe.

Children are supported through education and reflection to reduce risk in their lives. Staff address sensitive subjects in a caring, empathetic way that supports children to

not feel ashamed or blamed. This approach supports children to develop skills and strategies to keep themselves safe.

Staff engage with appropriate professionals to help keep children safe. There is a bespoke offer from specialist advisors in the organisation to support keeping children safe. The specialist advisors review incidents and provide guidance and advice to staff. Staff speak positively about this offer, and it has a direct positive impact on children's safety.

Staff de-escalate situations very well. They use their therapeutic parenting skills to reduce risk in children's lives. When risks increase, staff involve appropriate agencies to safeguard children. When staff feel that the response from other agencies is not good enough, they escalate this appropriately. This approach ensures that children receive the support that they need.

Children safely receive medication. Children are familiar with the medication that they are prescribed, and administration plans are followed. There is a clear culture of medication audit by the management team, which ensures that medication practice remains safe and consistent.

The effectiveness of leaders and managers: good

The manager has developed a caring, aspirational and compassionate team. Together, they strive to improve the lives of the children in their care. There is an ethos of nurture, love and care that is felt by children. One social worker linked this care to the manager. She said, 'The relationship the manager has with the children is key. He has so much time for all the kids. He is instrumental in driving the plans forward.'

The children benefit from consistency in their care. Some staff have worked at the home for over 15 years. The staff team members reflected that they work well together and that communication is one of their strong points. This ensures that children feel safe and secure and that their plans progress.

The staff team benefits from a supportive manager. The manager supports individuals to grow and develop into senior roles. There is some informal reflection evident between the team members. However, they would benefit from engaging in further reflection in supervision sessions and team meetings. This will support the team to continue to develop and remain up to date with current research and practice that will inform the children's care.

There is a good culture of challenge at the home. When children require support from an external service or professional, the manager and staff ensure that they advocate on behalf of the children. The manager has led this culture, which supports children to recognise that they have adults in their lives empowering them.

Recommendations

- The registered person should take into consideration the local area when assessing that the home can respond effectively to the child's assessed needs before they move into the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 56, paragraph 11.4)
- The registered person should have systems in place so that all staff, including the manager, receive supervision that allows them to reflect on their practice, including research to support them to inform the children's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)

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: SC386505

Provision sub-type: Children's home

Registered provider: Keys Education Limited

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

Responsible individual: Susan Davies

Registered manager: Michael Merrison

Inspector

Carly Quinn, Social Care Inspector

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