

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 three children who may experience social and emotional difficulties.

The home registered with Ofsted in 2009. There is a registered manager, who has been in post since September 2014.

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

Inspection dates: 26 March 2024

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: 28 September 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/09/2022	Full	Good
29/09/2021	Full	Good
11/03/2020	Full	Good
30/01/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, the home has undergone a complete renovation. The improvements have made the house feel more homely and modern. There are photographs of the children around the home. Children say that they like the changes made and, in particular, the new furniture.

Children enjoy living at the home and say that they have everything they need. The only thing that they feel needs to be improved is the WIFI, as it often 'cuts out', which they find frustrating.

When children move into the home, the manager works with other professionals and previous carers to plan effectively for children. Staff and children already living at the home welcome new children to the home sensitively and do all that they can to help ease any anxieties they may have.

There is a strong and nurturing culture within the home. Staff spend time with children and know them well. This makes children feel happy and well cared for.

Not all children attend education. Despite the manager escalating the concern in relation to one child not having an education provision and a number of multi-agency meetings taking place, the child still has no provision identified. This limits the child's educational outcomes and opportunities.

Children's relationships with their family and friends are promoted in line with their plans.

Children's health needs are promoted. All three children are registered with local health services. Staff encourage and support children's health and well-being.

Children's achievements, no matter how small, are recognised and celebrated. Children are supported and encouraged to build memory books, which capture special moments they experience.

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

Children feel safe and can identify adults who they can talk to if they have any worries or concerns.

Children's risk assessments are individualised. However, risk assessments lack important information and are confusing to follow. Furthermore, risk assessments are not reviewed and updated regularly. This compromises staff's ability to safeguard children effectively.

Positive behaviour management is embedded into everyday practice. Staff are consistent in their approach to supporting children. Staff prevent behaviours from escalating by using effective de-escalation techniques and distractions.

Leaders and managers adhere to safer recruitment procedures. This ensures that staff are suitably vetted before they begin working at the home.

Holding a child to keep them safe is only used as a last resort. When this happens, children and staff always have the opportunity to discuss and reflect on the incident. The manager has good oversight of incidents and all records are scrutinised and reviewed by the manager in a timely way.

When one child made a complaint, the manager ensured that there was a thorough investigation. The child received a response and was happy with the outcome.

The decision-making and management of an incident when one child was missing from the home and known to be with an unknown adult male are not clear. Although the child came to no harm, there were shortfalls in how the incident was managed.

The effectiveness of leaders and managers: good

The manager is suitably experienced and qualified. The manager and staff speak about the children with warmth and enthusiasm.

The manager maintains good levels of communication with other professionals. Professionals speak highly of the manager and staff.

Staff say that they feel supported by the manager. One member of staff said, 'I can always go to the manager, and he will always listen.' Staff receive regular practice-based supervision, which is completed by suitably qualified staff.

Staff team meetings are held regularly and the home's therapist attends some of the team meetings. This provides opportunities for the staff to reflect on and develop their practice and ensure that they remain child focused.

Children's records are detailed. However, children do not contribute to their records, which is a missed opportunity for children's wishes and feelings to be captured in their records.

The manager has good oversight of children's progress and any changes needed to the care provided for them. Internal monitoring and external monitoring of the home are effective. However, there was a delay in Ofsted being notified following a significant incident.

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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. (Regulation 8 (1))	4 May 2024
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1)(2)(A)(i)(vi)) Specifically, the registered person must ensure that risk assessments contain children's current risks and the strategies to manage risks to ensure that staff have up-to-date information to help them to keep children safe.	4 May 2024
The registered person must notify HMCI and each other relevant person without delay if— an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(e))	4 May 2024

Recommendation

- The registered person should ensure that children are encouraged by staff to see the home's records as 'living documents' supporting them to view and contribute to the record in a way that reflects their voice on a regular basis. ('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: SC386505

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: Michael Merrison

Inspectors

Jessica Higginson, Social Care Inspector
Stacey Ilaboya, Social Care Inspector

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