

SC386522

Registered provider: Keys Education Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private company and is registered to care for up to three children who may experience emotional, behavioural and social difficulties.

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

The manager has been registered with Ofsted since April 2023.

Inspection dates: 12 and 13 March 2025

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: 12 March 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/03/2024	Full	Good
13/12/2022	Full	Good
20/04/2021	Full	Good
22/10/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children develop a sense of permanence and belonging in the home, building trusted and secure relationships with staff. Children said that they 'love' living in the home and one of their favourite things are the grown-ups who look after them.

The staff team promotes positive relationships for children. Time with family and friends is supported in line with agreed plans. This helps develop relationships and positive memories. Any concerns about these arrangements are shared with partner agencies to ensure that the child's welfare is considered and kept at the centre of care planning.

Children are making excellent progress from their individual starting points. There have been notable changes in their health due to the high standards of the care they receive. Children are supported to attend health appointments with their GP and specialist health professionals, such as the child and adolescent mental health team and the looked-after children's nursing team. Staff engage with children to promote a healthy lifestyle by enhancing sleep habits and encouraging healthy eating. Incentives are provided to support children to maintain their personal hygiene and to take medication prescribed by health professionals.

Education has been an ongoing struggle for children in the home. Despite some difficulties in attending formal education, children are encouraged to push themselves out of their comfort zones and engage in activities that are of interest to them through tutoring and alternative provisions. Staff want the children to succeed and think outside of the box to achieve this.

Children who leave the home are prepared for independence and continue to have positive, supportive relationships with staff. This helps them feel valued by the adults who cared for them, which reduces feelings of loss and anxiety as they move on to the next stage of their lives.

The home environment is warm and welcoming, with photos of the children displayed throughout. The house is decorated tastefully to a high standard, with lots of home comforts. Children who are new to the home are welcomed sensitively and are supported to decorate their bedroom to match their individual taste.

The manager strongly advocates the promotion of equality and diversity. She ensures that children's cultural and individual needs are met. Children can talk to the staff about how they are feeling and know that the staff will be supportive of their views.

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

Children feel safe. The manager carefully considers new children coming into the home, paying close attention to any potential risks that might impact both the children already

living in the home and the new child who is arriving. This ensures that there is a safe and supportive environment for everyone.

Staff have a good understanding of children's risks and vulnerabilities. Staff are aware of and recognise the ways in which the children can be exploited and how to safeguard them. Individual risk assessments are regularly updated and identify known vulnerabilities specific to each child. Staff know how to respond to safeguarding concerns and what processes are in place to ensure that they comply with statutory guidance to keep children safe from harm.

Children who go missing from home have a well-coordinated response. Staff take suitable action to find them and return them home, attempting to keep in contact with them throughout the incident. Reports are chronologically written with precise details of all the actions taken and who is informed. Staff are trained and aware of the missing-from-home procedures. The frequency of missing-from-home episodes for one child has reduced considerably.

Children have a voice in the home and their views are listened to. Children know how to make a complaint or voice their opinions if they are not happy about something. Equally, children know how to express joy and know that their successes are rewarded. Children are confident and comfortable in expressing their views about the staff and home.

Children who have made disclosures about past harm have been sensitively supported by staff. Staff recognise that children need to feel safe and secure. A nurturing environment allows children to manage their feelings safely. Positive behaviour is consistently promoted.

The effectiveness of leaders and managers: good

The manager has implemented significant improvements in the home since the last inspection. She understands children's needs and advocates for them effectively. The manager has established strong relationships with professionals, staff and the children's families. The manager also has access to support from the company's therapist, assisting in her knowledge around behaviour management, attachment theory, online safety and child sexual exploitation.

The home's statement of purpose is a lengthy document which is clear and easy to read. However, it does not cover the whole range of needs of the children in the home or how the environment has been adapted for the children that live there. The workforce development plan includes future planning to support staff's progression. This is inclusive and involves working with staff and children to make improvements. The consistent leadership team is pertinent to daily role modelling, advice and guidance.

The manager consistently monitors the quality of care provided to the children. She has established effective systems to maintain oversight of the home, allowing her to identify strengths and weaknesses. The manager and her deputy have a good understanding of the children's needs.

There is an in-depth training programme for all staff, and it is completed in a timely manner. Staff have also received additional training to meet the specific additional needs of the children in the home. When a child moving into the home had a particular health need, the manager ensured that all staff undergo appropriate training prior to the child moving.

Staff receive support through regular supervision with the manager or another senior leader. Staff also take part in regular group supervision and occasionally work with the in-house therapist. During all supervision sessions, behaviours and practices are looked at and actions are agreed. Appraisals are completed with staff on a yearly basis. However, children's views are not considered in the appraisal process.

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 compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. Nothing in paragraph (5) or regulation 46 (review of premises) requires or authorises the registered person to contravene or not comply with— any other provision of these Regulations; or any conditions in relation to the registration of the registered person under Part 2 of the Care Standards Act 2000. (Regulation 16 (1) (5) (6)(a)(b)) Specifically, the registered provider must ensure that the home's statement of purpose is accurate when describing the conditions of registration.	30 April 2025

Recommendation

- The registered person should ensure that all staff have their performance and fitness to carry out their role formally appraised at least once annually. This appraisal should take into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

Information about this inspection

The inspector has 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: SC386522

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: Kerry Hughes

Inspector

Nicola Jeffery, Social Care Inspector

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