

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 privately run. It provides care for up to three children who may have social or emotional difficulties.

There is no registered manager in place. The current manager is to apply to register with Ofsted.

Inspection dates: 13 and 14 December 2022

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: 20 April 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/04/2021	Full	Good
22/10/2019	Full	Good
08/10/2018	Full	Outstanding
28/11/2017	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children say that they love their home and the staff. Children are fully involved in the running of the home and contribute to the warm and homely environment by choosing decorations and furnishings. Children are regularly consulted about the things that matter to them and about their experiences of living there. They are looking forward to making the most of their new 'she shed', which is currently being prepared as an additional place in the garden to relax and enjoy.

The staff are strong advocates for children. They challenge decisions made about children's education, based on their knowledge of local schools, so that children's individual needs are met. Staff support children to engage in home-based education and learning activities until arrangements are made for them to start at a new school. Children's successes are celebrated.

Children enjoy a range of activities. They see the people who are important to them, and their friends are welcomed when they come to visit. Staff make every effort to create a family atmosphere and children enjoy having pets.

The staff encourage children to develop their independence skills to prepare them for moving to their own accommodation. Children's views are captured as part of planning for this important change in their lives. They keep in touch and visit after they have moved on.

Children can access therapeutic input to support their emotional well-being. If direct work is not required, the staff are supported by clinical supervision to enhance their practice. Some clinical summary reports contain unhelpful language about children's experiences. There is no evidence that this has been reviewed and challenged by managers. More recent reports are more child centred.

Children's plans are written in the voice of the child, and children contribute to them. However, some documents contain outdated terms and could be more child friendly.

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

Children talk about how the staff have helped them to become safer and reflect on how they have changed in positive ways. They feel they can talk to staff about any worries or concerns that they may have. As a result, risks to the safety of children who currently live at the home have reduced.

Risk management plans are clear, with strategies that staff follow to reduce any risks or vulnerabilities that children may experience. However, some records on children's files were not signed to demonstrate that they had been read and understood by staff.

The staff consistently apply boundaries. Children generally respond to these well and, therefore, consequences are rarely used.

The staff appropriately challenge and escalate when there are concerns about children's safety, including risks relating to children who live elsewhere. There is clear multi-agency working to take action to safeguard children. However, the manager did not inform Ofsted of a serious concern about a child in a timely way. This restricts Ofsted's ability to monitor the effectiveness of the home's arrangements for safeguarding children.

Risks to children's health, such as smoking, have reduced. Staff work directly with children to help them to understand the effects of smoking, alcohol and illegal substances on their well-being.

Some maintenance issues, including a fire door and some shelving, were addressed during the inspection to ensure that children live in a safe environment.

The effectiveness of leaders and managers: good

The previous registered manager is now the responsible individual. The deputy has been promoted and is preparing their application to register. The transition has been managed well with little effect on children's day-to-day experiences.

The manager and staff team have high aspirations for all children and show pride in children's achievements. Professionals and parents commented on the positive support the team offers to the children. Managers and staff have good working relationships with other professionals and parents and communicate with them well.

Staff feel supported by the management team and have access to good-quality training, team meetings and reflective supervision. Staff complete a range of mandatory training and additional training specific to the needs of the children. However, the manager does not yet have access to the staff training matrix for oversight. It is unclear whether a member of staff's training has lapsed, or if the system has not been updated.

Supervision is valued by managers and staff. The supervision matrix is not consistent with the supervision records, and the manager does not have good oversight of all supervision sessions. This could affect the timeliness of information sharing and children's needs not being met.

The home's workforce development plan does not include all of the required information. The statement of purpose provides information on the home's aims and objectives, but does not include supervision arrangements for professionals providing therapeutic input. The manager started to address these shortfalls during the inspection.

The views of children and parents are not routinely included in the manager's quality of care review report, although they are gathered. The independent person's report has not always provided enough evaluation about how safeguarding incidents are managed, but this has improved over time. These are missed opportunities to include important feedback and demonstrate practice 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 notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child— is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))	22 January 2023
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))	22 January 2023

This relates to ensuring that there is management oversight specifically in relation to ensuring that staff read and understand children's risk management plans, that staff are completing training within timescales, and that staff supervision records are available and monitored to ensure they are of good quality.	
After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). (Regulation 45 (3)) In particular, the report should capture the feedback of children and parents.	22 January 2023

Recommendations

- The registered person should ensure that the independent person provides effective evaluation of action taken in response to any safeguarding incidents within the regulation 44 report. ('The Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.5)
- The registered person should ensure that records about children are clear, use current terminology and are written in a way that is non-judgemental and helpful for children. ('The Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that the statement of purpose includes supervision arrangements of professionals providing therapy, in accordance with schedule 1. ('The Guide to the Children's Homes Regulations, including the quality standards', page 14, paragraph 3.5)
- The registered person should ensure that the workforce plan includes the workforce-related requirements of regulation 16 and schedule 1. ('The Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)
- The registered person should ensure that any repairs are identified and completed in a timely manner to ensure that children live in a safe environment. ('The Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: SC386522

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: Post vacant

Inspectors

Karen Willson, Social Care Inspector
Jenni Gadsby, Social Care Inspector

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