

# SC389174

**Keys Group Progressive Care & Education Limited**

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

The home provides care and accommodation for up to seven children who have learning and/or physical disabilities. It is run by a private organisation that operates other registered children's homes in the area.

The manager has been registered with Ofsted since September 2013.

**Inspection date:** 03 February 2021

## **This monitoring visit**

The home was judged as good at the full inspection on 07 January 2020. This visit took place virtually due to COVID-19 (coronavirus) restrictions. The visit was conducted because of concerns about medication errors. This visit focused on how the provider has addressed the requirements and recommendations made at the previous inspection.

Measures have been put in place to address the requirement made at the last inspection about medication errors. Senior staff monitor medication records, and errors are identified quickly. Learning from the errors has led to changes to improve processes. This includes introducing a new accredited medication handling system and moving the medication cabinet from the office to a designated medication room. Medication errors have been reduced and are generally minor. However, the new process is not fully embedded. Therefore, the requirement is repeated.

Staff benefit from a wide range of training opportunities. Longstanding team members hold appropriate qualifications and keep up to date with mandatory and child-specific training. Newer staff benefit from a broad range of training available and are within timescales to complete their level 3 qualification. The registered manager closely tracks the progress of the staff to ensure that they have the skills and support to provide individual high-quality care for the children.

Since the last inspection, the home has been refurbished to improve the quality of the environment. Children's bedrooms are colourful and welcoming. A social worker commented on the homeliness and warmth of the home. Plans to renovate the outside area have been made in consultation with the staff and an occupation therapist, and with the specific needs of the children in mind. Plans include a hot tub and a sunken trampoline. There has been some delay because of the current COVID-19 lockdown restrictions. Even so, work is due to start imminently with a focus on further enhancing the children's day-to-day living experience.

Staff have a thorough knowledge and understanding of the children. Children have individual communication plans that correspond with what they use at school. The registered manager is determined in her efforts to advocate and champion for the rights of the children. This has led to her challenging services to ensure that communication aids are consistent between both settings.

The strength of the registered manager and the responsible person inspires a culture where the staff are focused and committed. Staff are appropriately trained in child protection and safeguarding matters and they act swiftly to notify managers when they identify a concern. Proactive and effective multi-agency partnership working helps the team to support and protect the children.

Staff work hard to maximise and enrich the children's experiences. This creates an atmosphere that is full of warmth and nurture. Feedback from professionals was unanimous in their positive regard to the exceptional level of care provided by the team. One parent said of her child, 'The staff are lovely; they love him as much as I do.'

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 07/01/2020      | Full            | Good                 |
| 25/09/2018      | Full            | Good                 |
| 14/11/2017      | Full            | Outstanding          |
| 08/02/2017      | Full            | Good                 |

## 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, 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      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (Regulation 23 (1))</p> <p>In particular, ensure that the staff consistently follow medication administering procedures, and that systems in place minimise the likelihood of human error.</p> | 29 March 2021 |

### Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

### Children's home details

**Unique reference number:** SC389174

**Provision sub-type:** Children's home

**Registered provider:** Keys Group Progressive Care & Education Limited

**Registered provider address:** 2nd Floor, Maybrook House, Queensway, Halesowen, Worcestershire B63 4AH

**Responsible individual:** Michelle Callard

**Registered manager:** Anna Satterthwaite

### Inspectors

Anne-Marie Davies, Social Care Inspector  
Helen Simmons, Social Care Inspector

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