

SC3891806

Registered provider: Keys Group Progressive Care & Education Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and provides care for up to 6 children with learning and physical disabilities.

At the time of this inspection, 4 children and 2 young people aged over 18 were living in the home.

The manager registered with Ofsted in February 2025.

Inspection dates: 26 and 27 May 2026

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 3 November 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/11/2025	Full	Good
27/11/2024	Full	Outstanding
05/12/2023	Full	Outstanding
17/01/2023	Full	Outstanding

Summary of findings

Children receive exceptional care and make remarkable progress. Relationships are nurturing, and children thrive emotionally, socially and educationally. Staff responded to a recent bereavement with compassion and dignity, ensuring that everyone was supported. Care is highly coordinated through strong multidisciplinary practice, and children enjoy meaningful activities, family time and specialist education. Safeguarding is robust, with skilled staff, clear plans and strong health oversight. Leadership is inspirational; managers create a reflective and open culture, support staff effectively and keep children's voices central to decision-making. Children are happy, settled and flourishing.

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children thrive in a home filled with love, understanding and laughter. Relationships are nurturing, empathetic and rooted in genuine kindness.

The manager's response to the recent, sad death of a young person has been exceptional. Staff and children were supported with compassion, dignity and meticulous care. Every detail, from personalised social stories to communicate the news to the children and young people, to having a dedicated space in the home's garden, reflected profound respect and love. The ongoing bereavement support from the organisation's clinical psychologist ensures that no child or staff member is left without help. Every person has been given every opportunity to grieve in their own way, whether that be as a group or more privately.

The introduction of a new child into the home has been a resounding success. They have brought a renewed energy and joy, and staff have responded with warmth, structure and creativity to help the child settle quickly.

Three young people are beginning their move into adulthood. Staff are immensely proud of them and are approaching each transition with sensitivity and careful planning. Moves are paced over long periods to reduce anxiety, and staff advocate strongly for children's wishes throughout.

The multidisciplinary approach is exemplary. Collaboration between staff, education professionals, medical professionals, the organisation's dedicated team of occupational therapists and speech and language therapists ensures that children receive highly coordinated, specialist care. This integrated practice significantly enhances children's progress and wellbeing.

Parents speak highly of the care their children receive, describing them as happier and more content. Such feedback reflects the trust and partnership between staff and families.

Children's emotional, social and cultural needs are exceptionally well met. Family time is promoted, facilitated and celebrated. Parents, brothers and sisters are welcomed into the home for events, strengthening children's sense of belonging and identity. As a result, children's confidence has grown significantly.

Communication is a strength. Staff understand each child's unique communication style, whether through technology, gestures or subtle cues. Children's feedback is captured meaningfully through activity outcomes and daily interactions, made possible by the strong, trusting relationships staff have built.

While some children have had independent advocates for specific issues, managers recognise the need to be more proactive in ensuring that all children have access to independent advocacy. This is an emerging area due to recent admissions, and leaders are already addressing it.

Children attend specialist education suited to their needs, with tailored activities provided while new placements are confirmed. They make remarkable progress, developing independence through everyday tasks and community experiences. A wide range of activities enables children to build confidence, develop skills and experience joy.

Children are happy, settled and flourishing due to the unwavering dedication and compassion of the staff team.

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

Children's complex health needs are exceptionally well understood. Staff follow detailed support plans and provide consistent, safe care. Medication is administered safely, with clear documentation and strong partnership working with health professionals. Emergency plans are in place and well understood.

The organisation's paediatric nurse provides expert oversight, real-time feedback and high-quality workshops that have strengthened staff competence. Two medication errors were fully investigated, with swift action taken and no harm to children.

Equality and diversity are promoted well. Staff support children to celebrate their culture and religion, working closely with families to ensure respectful practice.

Incidents relate mainly to one young person's self-injurious behaviour. Staff follow a clear plan, and continued structure during school holidays has significantly reduced incidents. Managerial oversight and debriefs are strong.

Safeguarding practice is robust. Concerns are escalated appropriately, and communication with parents and professionals is transparent. Monitoring arrangements are regularly reviewed to ensure that they remain the least restrictive.

Staff training is thorough and supported by the home's nurse, ensuring that staff can meet children's complex medical needs confidently.

Health and safety in the home are effective, and improvements to the garden have enhanced children's independence and enjoyment of the space.

Fire safety is a strength. Regular fire drills and scenario-based discussions ensure that staff remain confident in supporting children with complex needs during emergencies.

Safer recruitment is thorough, with certificates of conduct now included, ensuring that children are cared for by safe and suitable adults.

The effectiveness of leaders and managers: outstanding

The staff team is largely long-standing, providing children with consistent, stable care.

The manager has built strong relationships with children and staff. Staff report feeling highly supported, citing an open-door approach and consistent management presence, which is crucial when complex decisions need to be made quickly.

Managers model an open, transparent and reflective culture. Staff feel confident to challenge practice and raise concerns appropriately, which promotes safe care and continuous learning. Staff speak positively about leaders' passion and commitment and their high expectations for children.

Work to support staff in completing their diplomas is ongoing. Some staff members have exceeded the regulatory time frame for valid reasons, and managers are improving how rationales are recorded and how existing qualifications are assessed for equivalence. This ensures that staff remain competent and well qualified.

Children's achievements are celebrated enthusiastically, and the leadership team models excellent practice, with the home's ethos clearly embedded throughout daily care.

Staffing levels are sufficient, and training is comprehensive and tailored to children's complex needs. Staff receive regular supervision and attend monthly team meetings. While a few supervision sessions were missed without recorded explanation, they remained within policy, and managers recognise the need for improved electronic recording.

Management monitoring and quality assurance are robust, giving leaders strong oversight of the service. Learning is used effectively to strengthen practice.

Leaders consistently demonstrate what high-quality care looks like. Children's voices are central to decision-making, and despite the complexity of processes and planning, the needs and experiences of children remain the driving force of the home.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that children can access advocacy support and should also consider the use of an independent advocate where necessary. ('Guide to the Children's Homes Regulations, including the quality standards', page 23, paragraph 4.18)
- The registered person should establish whether an existing qualification is equivalent to the Level 3 Diploma for Residential Childcare. ('Guide to the Children's Homes Regulations, including the quality standards', page 68, paragraph 1.1 of Annex A)

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: SC389180

Provision sub-type: Children's home

Registered provider: Keys Group Progressive Care & Education Limited

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

Responsible individual: Michelle Callard

Registered manager: Louisa Nadgie

Inspector

Emma Haskell, Social Care Regulatory Inspector

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