

SC397112

Keys ACE Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private company. The home provides care and support for up to four young people who can no longer live at home.

The registered manager resigned in June 2020.

Inspection date: 11 February 2021

This monitoring visit

The purpose of this visit was to explore the action taken by the home following concerns raised in the external monitoring report regarding concerns from education professionals, medication, communication and supervision of staff. Furthermore, in the absence of a registered manager, part of the visit was to establish what the current management arrangements are. The visit involved both on-site and off-site inspection activity due to COVID-19 (coronavirus) restrictions.

There is currently no registered manager for this home. The home is being managed by an interim manager, who is in the process of applying to Ofsted to become the registered manager. She is assisted by a deputy manager and a service manager.

Between July 2020 and November 2020, there was little oversight by senior managers in the absence of a registered manager. The external independent visitor raised concerns in her report about a young person's education, after consulting with a headteacher. These were in relation to the young person not attending in her school uniform, having unhealthy snacks, not taking her medication and poor communication from the home's staff team. The headteacher said that from December 2020, that the acting manager has been proactive, and that the young person is now settled and making good progress. However, the young person's education plan does not capture these concerns or what action the staff have taken to address them.

Similarly, the young person has refused to take her prescribed medication. She said, 'I do not like how it makes me feel. I have been back to see my consultant and it has been changed but I still do not wish to take it.' There is some correspondence between the home and the young person's consultant in the form of emails. However, the young person's health plan has not been updated. Therefore, it is difficult to see what support the young person has received, what actions the staff have taken and what continuing support is being given to the young person.

In this period, staff did not receive supervision consistently. Also, appraisals were not conducted. This did not ensure that the staff team was supervised appropriately or that their performance was assessed. The acting manager has now ensured that all staff have received a supervision session and their appraisals are pending.

Staff demonstrate a good understanding of their role in safeguarding young people. They have a good understanding of risk and behaviour management. Young people's risk assessments are individualised and regularly reviewed and updated by staff.

Young people state that they feel safe living in the home and that their complaints and concerns are taken seriously. All significant incidents are clearly recorded and shared with the young person's social worker, their parents and the designated officer for children looked after. Two allegations from a young person have been fully investigated. The young person said that she is happy with the action that the staff took and the outcome. However, the outcome has not been shared with Ofsted. As a result, the regulator is unable to carry out its monitoring function to ensure that appropriate action is taken by the provider to safeguard children.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/09/2019	Full	Good
12/11/2018	Full	Good
26/09/2017	Full	Good
08/03/2017	Interim	Improved effectiveness

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
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; help each child to understand the importance and value of education, learning, training and employment; maintain regular contact with each child's education and training provider, including engaging with the provider and the placing authority to support the child's education and training and to maximise the child's achievement; help each child to attend education or training in accordance with the expectations in the child's relevant plans. (Regulation 8 (1) (2)(a)(i)(iii)(iv)(vi)(x))	31 March 2021
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being. In particular, the standard in paragraph (1) requires the registered person to ensure—	31 March 2021

that staff help each child to— achieve the health and well-being outcomes that are recorded in the child’s relevant plans; understand the child’s health and well-being needs and the options that are available in relation to the child’s health and well-being, in a way that is appropriate to the child’s age and understanding; understand and develop skills to promote the child’s well-being. (Regulation 10 (1)(a)(b) (2)(a)(i)(ii)(iv))	
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— understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(f)) This specifically relates to the provider ensuring that there is good oversight of the home in the absence of a registered manager.	31 March 2021
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)(c))	31 March 2021

Recommendations

- The registered person should ensure that the home's records on each child represent a significant contribution to their life history. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.5)
- The registered person should ensure that all children's case records are kept up to date. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.3)
- The registered person should ensure that the home's record of a serious event includes a description of the outcome of any resulting investigation. ('Guide to the children's homes regulations including the quality standards', page 63, paragraph 14.14)

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: SC397112

Provision sub-type: Children's home

Registered provider: Keys ACE Limited

Registered provider address: Second Floor, Maybrook House, Queensway, Halesowen, Worcestershire B63 4AH

Responsible individual: Mark Dickinson

Registered manager: Post vacant

Inspector

Pam Nuckley, Social Care Regulatory Inspector

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