

SC412476

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 owned and operated by a private organisation. It provides care for up to 3 children who experience social and emotional difficulties.

At the time of this inspection, 3 children were living at the home, and all were seen during the inspection. Three children have left the home.

The registered manager is not currently managing the home, and a temporary manager has been appointed in her absence. The temporary manager plans to apply to register with Ofsted.

Inspection dates: 17 and 18 March 2026

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	requires improvement to be 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: 11 June 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/06/2024	Full	Good
01/08/2023	Full	Good
09/08/2022	Full	Good
11/05/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children enjoy living in this home and spending time with the staff who care for them. The staff work diligently to build relationships with the children, which is key in the progress that children have made. Staff understand the importance of learning about the children's identities and interests; they provide children with meaningful experiences so they can develop new skills. When children return from school, children and staff appear happy to see one another, and the staff ask the children about their day. As a result, children live in a home where they feel loved and well cared for.

The home is clean and tidy, and it is well maintained. There are comfortable spaces for children to relax, which helps them feel at ease. Children have personalised their bedrooms, creating a sense of personal space. There are minor repairs that are being addressed in some areas of the home.

Staff encourage children to maintain healthy diets and to be active in the local community. Chopped fruit is available for children after school, and healthy and nutritious meals are prepared. Staff involve the children in a range of activities, including playing football and trampolining. One child uses their bicycle to ride to and from school each day. Another child is excited to attend an international cricket match, and another is planning to watch their favourite football team.

Children are encouraged to attend school regularly, and they make progress with their education. Two children are attending school full time and have good attendance, while another child has recently started at a new school provision. One child has recently completed their mock exams. Children are encouraged to participate in educational activities in the home, which helps them learn. Children develop their independence skills by shopping for ingredients and preparing meals. They also learn how to do their laundry and keep their bedrooms tidy.

Staff show a strong level of commitment to the children, and they support them in developing positive routines. Staff try to set positive boundaries for children, but some staff are not consistent in doing so. This can impact negatively on some of the relationships with the children.

How well children and young people are helped and protected: requires improvement to be good

Staff encourage children to spend time together however they do not always recognise the need to help children stay positive in their play. Staff support for children does not reflect recommendations in specialist assessments and as a result there have been incidents that have placed children at risk of harm. The existing systems for monitoring children's safety are not always used consistently. Staff do not always report concerns

about children's safety to managers in a timely manner. The manager has recognised these shortfalls and has already taken robust action to address this.

When a new child moved into the home, managers carried out an assessment, but it did not consider all the information that was available about the child's previous experiences. Safe plans were not put in place to develop positive routines for them around their mobile phone use, which affected the child's routines in the home. Although managers and staff have developed positive relationships with the child's social worker, they have not always communicated well with their family members.

When concerns are raised about staff practice, managers investigate them appropriately. However, they do not always take effective action to address what happened, including speaking to staff. This led to a further practice concern.

There have been several incidents when children have gone missing from the home. When such incidents occur, the staff search for the children to ensure that they return home safely. Regular conversations take place with social workers and other professionals who support the children. Managers seek advice from other professionals when needed. As a result, there is a team of professionals around each child who are all working together, ensuring that any decisions about children's safety are shared by a group of people.

Staff have regular conversations with children when there are concerns about their behaviour. This helps children learn about acceptable behaviour and how to be safer in the local community.

The effectiveness of leaders and managers: good

The temporary manager demonstrates a thorough understanding of the children and their needs. The manager is implementing changes in the home to improve staff practice so that children receive a more consistent approach to their care. The manager has a good understanding of the home's strengths and areas for improvement.

There is a stable team of staff working in the home, and they are building positive and nurturing relationships with the children. Staff report being well supported by their managers and having access to regular training and supervision. They said the manager is approachable, and they can seek support if needed.

The manager has identified some areas for improvement in relation to staff supervision sessions and appraisals. Managers engage in discussions with staff regarding their relationships with children and safeguarding, but clear actions are not identified. Further training on staff supervision will be provided to senior staff to enhance their practice.

Safer recruitment is in place when staff begin working in the home, which ensures that only safe adults are working with the children. Managers regularly hold team meetings, and staff consistently attend them. Health and safety arrangements are professionally

managed. When medication errors are identified, steps are taken to improve practice in the home.

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

Recommendations

- The registered person should ensure that all employees receive practice-related supervision from a person with appropriate experience who addresses any issues relating to poor practice. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)
- The registered person should ensure that staff regularly monitor and review the use of door alarms in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.10)
- The registered person should ensure that children have effective planning when they move into the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 57, paragraph 11.8)

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: SC412476

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: Paige Plant

Inspector

Sarah Sheffield, Social Care Inspector

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