

SC429011

Keys Care Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a large private organisation that operates a range of services nationally. It is registered to provide care and accommodation for up to three children.

This home is one of a group of six that make up a cross-regional project commissioned by six local authorities to provide a residential service for children in their local area. Children living at the home may attend a school also run by the provider and have access to in-house therapeutic support.

The manager was registered with Ofsted in November 2020

Inspection date: 1 February 2021

This monitoring visit

This monitoring visit took place due to the length of time since the last inspection and to review the management arrangements in the home, following some changes in management. The home was last inspected in August 2019, when it was judged good, with two recommendations made. This monitoring visit was undertaken remotely, in line with COVID-19 (coronavirus) risk-management strategies.

The inspectors requested a range of documents as part of the monitoring visit. These were provided in a secure way to enable the inspectors to analyse the information. The responsible individual and the registered manager were present during the inspection and were spoken to via video calls.

Children living at this home are cared for by staff who are dedicated to their work. They demonstrate a nurturing approach and resilience in working with children who have multiple layers of complexity. A social worker said, 'The staff remain positive, and don't give up no matter what happens.' Inspectors observed, via video calling,

warm and nurturing interactions between the children and staff. Children experience consistent care delivered by staff who know the children well.

Placement impact assessments are completed rigorously. They contain a detailed examination of the needs of the child being considered for placement, alongside those of children who already live at the home. Detailed care plans provide bespoke routines and guidance for children with specific needs. The staff have advocated to ensure that children receive specialist help. Advice and guidance from specialists are woven into daily routines. As a result, the children receive focused support with their needs.

Children are supported to learn skills for life. Targeted work is undertaken around elements of risk. This includes online safety, appropriate relationships and awareness around vulnerabilities such as exploitation, cuckooing and financial abuse. Staff use online resources to guide key work around these themes. Consequently, the children engage in meaningful conversations about sensitive topics.

Healthy lifestyles are encouraged. One staff member is specialising in health and nutrition. She guides the children to make healthy choices and eat a wide variety of nutritious food. As a result, children's health has improved.

The provider's response to COVID-19 is thorough. The staff have consulted with Public Health England and are following government guidelines. They have facilitated some face-to-face family visits, using the adjacent school grounds to ensure safe distancing. Video calls have also been used to support the children to maintain relationships with important people.

When children go missing, staff follow clear strategies that are underpinned by comprehensive policies. Staff are clear about the signs and indicators of child exploitation and demonstrate professional curiosity. When safeguarding concerns are raised, staff work in partnership with external agencies, for example by making appropriate referrals to the designated officer. The 'lessons learned' approach is used to develop practice and adapt the strategies to safeguard the children.

The staff speak positively about the training they receive. They say it equips them to work with the children in their care. As a result, the children receive care from well-informed staff.

Changes in management have impacted positively on this service. The current registered manager has developed the practice at this home, introducing new ideas and ways of working. For example, the children now achieve education credits for learning life skills. The staff speak positively about these changes, which have ensured that the home continues to develop.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/07/2019	Full	Good
24/04/2018	Full	Good
14/08/2017	Full	Good
12/01/2017	Interim	Sustained effectiveness

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: SC429011

Provision sub-type: Children's home

Registered provider: Keys Care Ltd

Registered provider address: c/o Pinsent Masons LLP, The Soloist Building, 1 Lanyon Place, Belfast, Northern Ireland BT1 3LP

Responsible individual: Zoe Tompkins

Registered manager: David Bartlett

Inspectors

Sarah Olliver, social care inspector

Helen Simmons, social care inspector

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