

SC429011

Registered provider: Keys Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home that is registered to care for up to three children up to the age of 18. There were three children living at the home at the time of the inspection.

The manager has been registered with Ofsted since February 2024.

Inspection dates: 2 and 3 June 2025

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	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: 14 May 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/05/2024	Full	Good
13/06/2023	Full	Good
01/11/2022	Full	Good
18/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have built trusted relationships with staff who care about them. Staff reassure the children that they are there for them and will support and care for them, which gives the children a sense of belonging. Children are offered individualised key-work sessions, direct work and reflections about sensitive topics. Children feel they can confide in staff and trust them to receive support with their day-to-day experiences, such as routines, relationships, embracing a new religion, education, developing independence or overcoming anxiety.

When new children move into the home, staff support them to feel welcomed. When children leave the home, staff promote positive endings. A parent gave positive feedback about how well staff knew their child and their commitment to preparing the child for independence.

Children's health needs are met. Staff place children's health and well-being at the centre of their practice, regardless of the challenges they may present. Specialist help is made available in line with the children's individual needs. Where services are not available, the manager challenges this with the children's social workers or the relevant agency.

Children have bespoke care and support plans, which are implemented by the manager and staff in a safe and creative way. For example, staff support children to spend time with their families and people important to them at the home. This helps families to feel accepted and helps children to thrive.

Children have positive life experiences. Staff support children to engage in education, their hobbies and interests. Children make progress due to the care and help staff provide them with. For example, a child's school attendance has increased since they moved into the home and the manager advocated for a more individualised educational plan. A headteacher provided positive feedback about the staff and manager's advocacy and commitment to promoting children's educational needs.

The recommendations from the previous inspection are met. Staff help children to better understand their lived experiences. Where appropriate, children are offered life-story work, and access to records is in the children's preferred way to reflect on their experiences. The records are clear and child friendly, and staff help children to access and understand these.

Children know how to make a complaint and are supported to do so when needed. Children can access an advocate should they wish to, and they are encouraged to express their wishes and feelings freely.

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

Children say they feel safe and can identify a trusted member of staff they can talk to about their worries. Children said, 'I feel safe', 'I feel very safe', 'there has not been a time when I didn't feel safe' and 'staff make sure we are all safe'.

Staff involve children in identifying risks and drafting risk assessments to help staff support them and keep them safe. These are child friendly and individualised to the child's needs, for example with the use of safe words associated with specific feelings. Staff use the risk assessments as live tools to guide them and manage and reduce risks, but also to support children to keep themselves safe in the community.

There is a high number of missing-from-home incidents, which have reduced in the past few months. Staff look for children when they are missing from home and work closely with the police, social workers, the provider's internal specialists and the parents to locate and support the children. There are robust strategies to identify the reasons behind the children's behaviours and the risks associated with them. The risk assessments provide a clear plan of urgent action to safeguard the children but also identify longer term support. A child's specialist worker gave positive feedback about the manager's proactivity in identifying risks when a child was repeatedly missing from home. This helped the professional understand the child's needs and behaviours and how to best support the child.

When allegations against staff are made, these are taken seriously, and safeguarding processes are followed.

Incident discussions and reports have a reflective element. This gives both children and staff an opportunity to reflect on their behaviours and what could have been done differently. There is evidence that this helps children to better manage their behaviours.

There is a good handover between staff and between staff and the management team. This ensures that all staff are aware of the children's experiences and how to support and safeguard them.

The physical environment is safe and secure for children. Staff listen to the children's views when they voice their worries about the home environment. Home improvements have taken place since the last inspection. The manager has a clear home improvement plan, which was discussed with the children.

The effectiveness of leaders and managers: good

The manager has been in post since July 2023. She has provided the staff and children with stability and clear guidance of her expectation to ensure that children receive good-quality care.

Staff have the required training and skills to meet the children's needs. More specialist training is commissioned if needed to meet the children's needs or as the children's needs evolve and develop.

The manager is aware of the weaknesses and strengths within the home. The manager has good monitoring systems in place to ensure that the children are protected and their needs are met. The manager uses the monthly independent visits effectively. The responsible individual and the senior home manager visit regularly to support the manager. This provides additional quality assurance and ensures that the children are safe.

The manager speaks passionately about providing the children with the best experience they can have, considering their individual circumstances. Professionals speak highly about the support and dedication of the manager and staff.

Staff feel supported and valued by the manager. The manager promotes a culture of learning from incidents and mistakes. Staff are open about their reflections on their practice and professional development. Supervision and appraisals take place regularly. Staff benefit from therapeutic support where they can discuss their own difficulties or consult on how to better manage the children's needs. There are good progression opportunities within the organisation.

There are currently four vacancies in the home, which, at times, affected the children's quality time with staff. This has been mitigated by commissioning staff from other homes who the children know. The manager is in the process of recruiting new staff.

No requirements or recommendations have been made following this inspection.

Children's home details

Unique reference number: SC429011

Provision sub-type: Children's home

Registered provider: Keys Care Limited

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: Charlotte Doherty

Inspector

Claudia Poienar, Social Care Inspector

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