

SC429011

Registered provider: Keys Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is one of a group of homes that makes up the Cross Regional Project, which has been set up by the Keys Group. The home cares for up to three children with social and emotional difficulties. At the time of the inspection, two children were living at the home.

The manager has been registered with Ofsted since October 2021.

Inspection dates: 13 and 14 June 2023

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: 1 November 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/11/2022	Full	Good
18/01/2022	Full	Good
31/07/2019	Full	Good
24/04/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children live in a large country house, which is decorated to a high standard. Children say that they like their bedrooms and they are personal to them. One child who has pets keeps them clean and takes good care of them. This gives children a sense of belonging and helps them to develop independence skills.

Children are consulted in a variety of ways, such as through key-work sessions and children's meetings. Children engage in making improvements to the home and reflect on their behaviours. Children are confident to share concerns with the staff and registered manager. There has been one complaint since the previous inspection. This was dealt with sensitively, and staff supported the children to talk about living together, respect, and personal space. One child said that they know that staff will keep them safe.

Children having time with family and friends is promoted well by staff. Children take part in activities of their choice, including a range of activities in the home, the community and other areas. These include membership to the gym, bowling, and watching movies. One child enjoyed a recent trip to Poland where they learned about the culture. This broadens children's life experiences and understanding of the world.

Children have good relationships with staff, who know them well. Children are supported to be independent. For example, they wash their own clothes, budget for food shopping, and plan and cook meals. This is a strength of the home and prepares children well for the future.

Children have made progress in education from their starting points. One child has passed their functional skills assessments, has a part-time job working with animals, and is starting an apprenticeship in animal care soon. Another child is on a reduced timetable and is supported by staff, who work collaboratively with the educational provision, to help them to build confidence while they are settling into a new school.

There has been an unsettled period in the home due to some difficult relationships between the children.

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

The registered manager and staff have taken steps to manage the conflict and challenges between children. Staff are resilient and remain focused on achieving positive outcomes for children. The registered manager has reflected on this period and understands that when considering a new child moving in to the home, more rigour is need for the assessment of this. Specifically, when considering the range of needs of the children already living in the home and the potential impact that a new child moving in could have on them.

Risk management plans are in place for all children. These support staff to understand and manage current risks. Staff demonstrate knowledge of children's risks and the plans to mitigate these. Staff are given opportunities to reflect on their practice. However, on one occasion, there was a missed opportunity for team reflection following a significant incident. Furthermore, links with local police to improve safeguarding practice have not always been utilised.

Staff understand the organisation's safeguarding policies and practice. They know how to raise concerns and who to contact for immediate advice or support. Senior leaders demonstrate that safe recruitment checks ensure that suitable staff work in the home.

The registered manager is fully aware of her responsibilities to ensure that health and safety processes are implemented. Consequently, children, staff and visitors are protected, and the home is safe.

Staff work closely with all health professionals to ensure that children's health needs are assessed and managed effectively, and that they can access specialist therapeutic support if required. In one example, a psychotherapist who is linked to the home supported one child to improve their routines and social situations through role play. This has helped to improve the child's self-esteem.

The effectiveness of leaders and managers: good

The registered manager demonstrates a passionate commitment to ensuring high standards of care for children, and provides good management support to staff. In return, staff respect and value her leadership. One member of staff said, 'She is so supportive, and she has an amazing relationship with the children.'

Staff receive regular and effective supervision that is further enhanced by regular team meetings. Furthermore, new staff feel supported through the induction and probation process. Feeling valued and respected inspires staff to give good-quality care to children.

The registered manager understands the strengths and weaknesses of the home and has a detailed development plan that shows her vision and expectations. External audits provide her with additional improvement areas to focus on and ensure that decisions are always made in children's best interests.

There are effective systems for monitoring the quality of care. Serious events are reviewed by the registered manager along with other significant areas of practice, such as the frequency and quality of meetings with children.

The registered manager understands her responsibility to notify Ofsted of serious incidents. However, on one occasion, an incident that was considered to be serious was not notified. This meant that the regulator was unable to fully assess the incident and subsequent actions taken at the time. The incident was managed well,

and all other necessary actions were taken to ensure that children were safeguarded effectively.

Staff are given opportunities to develop their skills, and there is good succession planning. Training to support this is good, and senior care staff work towards a level 5 diploma.

There are effective discussions between leaders, the registered manager and staff in regular team meetings. Staff also receive support from the wider community therapy team through consultation meetings. This helps to strengthen staff understanding and ensures that there is a consistent response to caring for children. However, risk management plans have not always been updated in a timely manner following significant incidents.

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 care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose; that arrangements are in place to— ensure the effective induction of each child into the home; manage and review the placement of each child in the home; and plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority. that each child's relevant plans are followed. (Regulation 14 (1)(a)(b) (2)(a)(b)(i)(ii)(iii)(c)) In particular, when children come to live in the home, ensure that their needs are compatible with the group of children already living in the home, and that children's risk management plans are reviewed following incidents.	31 July 2023
The registered person must notify HMCI and each other relevant person without delay if— an incident requiring police involvement occurs in relation to	31 July 2023

a child which the registered person considers to be serious;

there is any other incident relating to a child which the registered person considers to be serious.

(Regulation 40 (4)(b)(e))

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: 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: Caroline Ormonde

Inspectors

Hannah Cox, Social Care Inspector
Stephen Challis, Social Care Inspector

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