

SC487488

Registered provider: Keys Child Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. The provider states in its statement of purpose that the home provides care for one child who may have social and emotional difficulties.

Inspection dates: 6 and 7 December 2022

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **requires improvement to be good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 9 December 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/12/2021	Full	Good
26/02/2020	Full	Good
18/09/2018	Full	Good
08/05/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child and staff have positive relationships. Staff provide the child with individualised care that meets her assessed needs. The child benefits from suitable daily routines, structure and consistent boundaries.

The child's admission to the home was well planned. The manager and staff took the time to find out the child's likes and dislikes before she moved in.

Staff understand and monitor the child's health needs, ensuring that the child receives safe and effective advice, support and treatment. As a result, the child is developing a healthier lifestyle and there has been an improvement in their physical health.

Before the child moved into the home, the manager ensured that all staff completed additional training with specialist healthcare professionals relating to her specific health condition. To support the child's needs at night, the staff have started to use a baby monitor. However, the manager has failed to implement guidance in the child's plans around the expectations of how staff will use this additional form of surveillance and monitoring.

The child has been supported to spend time with family members and maintain relationships with those closest to her. When there are difficulties in the child seeing those who are important to her, the manager and staff make every effort to resolve these issues to support her.

The child enjoys activities in the home and in the local community. The staff have encouraged the child to attend youth groups and gymnastics and dance lessons to support her in establishing friendships and developing social skills.

The child has been supported to attend school. Staff understand the potential barriers to learning and support the child's education by liaising with the placing authority and education staff to ensure that the correct educational resources are in place. Examples of this include arranging for a tutor to visit the home when the child was not confident going into school.

The child's views and wishes are taken into consideration and there is evidence of regular consultation and promoting access to advocacy. This support has enabled the child to settle into the home. She now refers to the house as her 'home' and has personalised her bedroom and living space.

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

Staff help the child to understand risk and how to stay safe and encourage alternative coping strategies when she is struggling with her emotional health. There

is a clear system of recording one-to-one sessions with the child to explore strategies that have previously been effective, and supporting the child to link her thoughts, feelings and behaviours.

There is evidence of multi-agency working by the manager to safeguard the child. However, the manager has not always ensured that Ofsted has been notified of significant incidents, in line with regulation.

Staff work hard to safeguard the child. However, not all plans in place are kept up to date, ensuring that they contain all relevant information. For example, the child's medical condition was not included in their missing-from-home protocol or risk assessment. Also, following some incidents, the manager has failed to add details to plans of places the child may go to if she was to go missing from home, such as a local motorway bridge. This lack of information could impact on staff practice and their responses in the event of an incident.

Physical intervention has been used on a number of occasions to help keep the child safe. Records demonstrate that all physical intervention has been appropriate and proportionate. The recording of incidents is detailed and both the child and staff have been given opportunities for debriefs to discuss the measures. The manager's oversight of these records is both detailed and reflective, with evidence of support and collaboration with external professionals to reduce future incidents.

There is evidence of positive consequences and appropriate use of praise for the child, and the staff have noted she responds well to this. Consequences are rarely used, but when they are used are necessary and proportionate.

The effectiveness of leaders and managers: requires improvement to be good

The manager is not yet registered with Ofsted. He has experience of the home and understands its ethos, having previously been the deputy manager.

Staff said the manager was supportive and demonstrates good leadership skills. This helps staff understand their roles. All staff have completed mandatory training and have also completed care-plan training specific to the child currently living in the home.

Monitoring and oversight are not yet robust. For example, at handover, medication should be checked by staff. However, records show that these checks are not always being completed. The manager has failed to identify this in his monitoring.

The child's plans provide a detailed picture of her views, experiences, achievements and ability. Staff help the child to reflect on the progress made in the short time she has lived in the home, and her aspirations for the future. However, plans are not always updated to reflect changes, for example the recent changes to the child's education. Plans are not always signed and dated by the person who has written them.

Team meetings are not consistently held. When they do take place, records of these meetings fail to show that staff have had the opportunity to reflect on practice and incidents collectively and discuss alternative behaviour strategies that may have been effective for colleagues. This is a missed opportunity for the manager to develop the practice of the staff team.

Not all staff have had a yearly appraisal to reflect on their practice, performance and development. Not all supervision records were available during inspection and records viewed were variable in quality and did not show that staff were supported to reflect on their practice with the child.

Staff duty rotas do not always accurately detail the actual hours when staff are on duty or contain the full names of staff covering absences or sickness. The manager accepted these shortfalls and acknowledged that the lack of transparency around who is on duty places children at risk and compromises the continuity of care.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(b)) The manager must ensure that children's plans give clear guidance to staff on expectations for the use of monitoring equipment, specifically, the baby monitor. Children's plans must contain details of any health diagnosis that may impact on their level of risk when missing from home. Plans must contain up-to-date information on incidents of risk-taking behaviour and give clear detail of places where they have been known to put themselves at risk, to support staff in the event of a missing-from-home incident.	26 February 2023
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— 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	26 February 2023

child and use this understanding to inform the development of the quality of care provided in the home; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1) (2)(f)(h)) The manager must ensure that regular team meetings take place and minutes are recorded and detailed, evidencing reflective discussions around practice and incidents to support learning. The manager must ensure robust monitoring and oversight of records. This specifically relates to shortfalls not identified in the handover and counting of medication by the staff team on a day-to-day basis.	
The registered person must— The registered person must ensure that all employees— 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 (1) (4)(b)(c)) This specifically relates to the manager ensuring that all staff receive regular supervisions and records of supervisions are available to be viewed. Also, that all staff receive a yearly appraisal.	26 February 2023
The registered person must maintain records ("case records") for each child which— are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)) The manager must ensure that children's plans contain all relevant up-to-date information, reflecting changes such as education attendance and participation. The manager must ensure that all records give details of the author.	26 February 2023
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.	26 February 2023

The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date. (Regulation 37 (1) (2)(a)(b)) This relates specifically to the manager ensuring that the full names and working hours of all staff who work in the home are recorded on the rota.	
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c))	26 February 2023

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: SC487488

Provision sub-type: Children's home

Registered provider: Keys Child Care Limited

Registered provider address: Keys Care Ltd, Maybrook House, Queensway,
Halesowen B63 4AH

Responsible individual: David Carser

Registered manager: Post vacant

Inspector

Kelly McCurdy, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2022