

# 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 owned and managed by a private provider. The home provides care for one child who may have social and emotional difficulties.

At the time of the inspection, the home was providing care for one child. Inspectors spoke with the child during the inspection.

The manager registered with Ofsted in October 2023.

### Inspection dates: 9 and 10 December 2025

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

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

**Date of last inspection:** 22 October 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 22/10/2024      | Full            | Good                 |
| 17/10/2023      | Full            | Good                 |
| 06/12/2022      | Full            | Good                 |
| 09/12/2021      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Staff know the child well. They have built warm, caring and trusting relationships with the child while working through any challenges. These positive relationships have helped the child to make considerable progress living at the home. The child said, 'I love living here, I don't want to leave.'

Staff are preparing the child for adulthood by helping them to develop independence skills with consideration to the child's individual needs and development. Leaders and managers work effectively with relevant professionals to consider care needs and future options available to the child to help the child prepare for their future.

The child has access to a wide range of activities that support their hobbies and interests, such as walking, shopping, cooking, trampolining and enjoying time out with friends. They have also enjoyed a trip to a theme park in Paris and taken part in a charity run. Achievements are acknowledged and celebrated by staff, with a range of certificates and photos to capture memories. This provides the child with a sense of accomplishment, feeling valued and rewarded.

Staff support the child to engage positively in college. They are making positive progress in each of their chosen subjects and have good attendance. Staff are ambitious for the child, and there is effective liaison with the college to further enhance the child's educational attainment.

The child is in good health, and staff support them to understand their health needs and how to manage any health conditions. Staff support the child to have access to a range of health provisions, such as a GP, a dentist, an opticians and specialist services such as epilepsy nurses. The child also benefits from support from an internal therapist. They also support staff to develop any specific strategies to care for the child.

The child's wishes and feelings are clearly captured, and they participate in day-to-day decisions about their care. This supports them to feel valued and listened to. The child said that if they have any worries or concerns, they can talk to staff and are confident that staff will listen and help.

The home is warm and welcoming, and there is a variety of the child's artwork displayed throughout the home. This adds a personalised touch to the home and supports the child to feel a sense of belonging.

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

Staff know the child well. The child's support plans and risk assessments are detailed documents that are regularly updated and provide clear strategies and guidance for staff to provide consistent support to the child. Strategies in these plans are effective in

reducing risk, and, as a result, there have been no missing-from-home episodes or incidents that have required physical intervention since the last inspection.

When safeguarding concerns are reported, staff take the appropriate action to ensure that risks to the child are reduced, communicating with relevant professionals. Policies and procedures are followed by staff and show that the appropriate action has been taken.

Incidents are well managed, staff spend time talking to the child about the incidents. When required staff support the child with immediate first aid and ensure that the child is supported emotionally.

When significant incidents have occurred, staff and the manager have responded effectively. For example, when there have been errors in administering medication, the manager has quickly identified this. They have sought advice from relevant professionals, and the manager has taken steps to ensure that staff complete suitable training and development sessions in response to the error.

Staff complete regular direct work sessions with the child to explore topics such as safe and healthy relationships, online safety and risks in the community. This helps the child to understand risks and to learn to keep themselves safe.

### **The effectiveness of leaders and managers: good**

There is an experienced manager in place who knows the child well and has an ambitious vision for what the child can achieve. The manager has successfully created a culture in which staff place the needs of the child at the heart of their practice and aspire to improve the life of the child who lives in the home. Staff spoken to praise the manager for her kind and caring approach.

Leaders and managers have systems for the monitoring and oversight of the home. They use these systems effectively to highlight positive practice and to address any shortfalls and drive improvements. The manager has a monitoring tool to measure progress for the child and to identify any areas for additional support.

There is a stable and consistent workforce. Staff enjoy working at the home and feel valued and supported. There is a positive ethos in the home. Staff have clear roles and responsibilities and have a shared sense of ownership and accountability. They work well as a team, with managers leading by example.

Staff and managers receive regular supervision sessions that are practice related and child focused. Supervision sessions consider the emotional well-being of staff and address areas of support and development. Safeguarding scenarios are used in supervision sessions to gain an understanding of staff knowledge and identify any training needs.

Staff have completed a wide range of training, including topics that are relevant to meet the specific needs of the child. Staff also have access to a specialist therapist, who provides advice, strategies and support to staff. In addition to this, team meetings take place on a regular basis. Staff are confident in raising any worries or concerns that they may have, and meetings are also an opportunity to share positive practice.

No requirements or recommendations were raised at this inspection.

## **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:** Maybrook House, Third Floor, Queensway, Halesowen  
B63 4AH

**Responsible individual:** Susan Davies

**Registered manager:** Lorna Aitken

## Inspectors

Vicky Byron, Social Care Inspector  
Katie Tomlinson, Social Care Inspector

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