

SC487488

Registered provider: Keys Child Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider operates this home. The home provides care for one child who may have social and emotional difficulties.

The manager has submitted her application to register with Ofsted.

Inspection dates: 17 and 18 October 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: 6 December 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/12/2022	Full	Good
09/12/2021	Full	Good
26/02/2020	Full	Good
18/09/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child's experiences are good. Interactions between staff and the child are relaxed and natural. The home is comfortable, and the manager has put thought into creating spaces the child will like. Staff consult with the child on the decor in the house and the child has picked their preferred paint colours and style. This gives the child the sense that this is their home.

The child's records are very detailed, and the staff know the child well. Staff can easily describe the child's needs and interests. The quality of these relationships enables staff to support the child during times of challenge. Staff can help the child to calm down when they are feeling agitated or upset.

The child has experienced some disruption to their education. Staff have worked with education providers, which has ensured that the child receives education tailored to their needs. Staff support the child to make progress and their achievements are celebrated.

The child's health needs are very well supported. The staff understand how to manage the child's specific health conditions and have training to meet their needs. Health records are comprehensive and detailed. Staff support the child to understand and manage their own medication needs. Good management of healthcare minimises potential risks.

The manager and staff have been proactive in supporting the child to spend time with people who are important to them. This helps the child to enjoy meaningful relationships and have a sense of belonging.

Staff ensure that the child is given opportunities to take part in a variety of community classes. Staff have worked hard to identify suitable activities for the child. These activities are helping to build the child's confidence and supporting them to make wider friendships.

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

Staff have a good understanding of the child's behaviours and triggers and can anticipate incidents. This means they can take action to prevent behaviours from escalating. This keeps the child safe from harm. Staff supervise the child and ensure there are clear boundaries. As a result, there has been a reduction in incidents.

The core staff team is trained to deal with challenging behaviour. Staff's skills mean they de-escalate incidents effectively. When staff have used restraint, this is always a last resort. Interventions are appropriate and proportionate. After each incident, the child and staff have a debrief. However, agency staff do not have the same

physical intervention training, as described in the behaviour management policy. This does not ensure consistent behaviour management practice.

The manager takes action when there are allegations or complaints, and a well-considered multi-agency approach is in place. The manager follows procedure when there are complaints. The manager keeps the child informed of any outcomes. This ensures that the child feels confident to raise concerns. It also helps them to feel safe and secure in their environment.

The child lives in a safe environment. Staff complete regular checks on the safety of the home. They ensure that the child takes part in regular fire drills. This means that the child knows how to exit the building in an emergency.

The manager follows safer recruitment practices. This ensures that only appropriate people work at the home and provide care for the child.

The effectiveness of leaders and managers: good

The qualified and experienced manager has been in post since July 2023. She has submitted an application to register with Ofsted.

The manager shows strong and effective leadership in the operation of the home. She is inspirational and ambitious for the child and staff alike. The manager has created an ethos of learning and development. This means the child receives the best quality of care.

Staff understand how to whistle-blow or share concerns about poor practice. The manager has investigated such concerns appropriately. This means staff are working in an environment that promotes honesty and openness.

The manager has sought the views of stakeholders and other professionals about potential risks in the community. However, these views are not included in the review of the premises of the home.

The manager shows a well-developed understanding of the individual needs of the child. She ensures that detailed care and support plans include information from the in-house clinical team and staff. The manager is committed to achieving the best outcomes for the child.

Regular team meetings help staff to reflect on the progress and experiences of the child. Practice-related supervision also ensures that staff are supported to carry out their caring responsibilities effectively.

What does the children's home need to do to improve?

Statutory requirement

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The 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 registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard). When conducting the review, the registered person must consult, and take into account the views of, each relevant person. (Regulation 46 (1) (2)) In particular, ensure that views of relevant people are included in the review of the premises.	19 December 2023

Recommendation

- The registered person should ensure that, as outlined in regulation 35, the home prepares and implements a behaviour management policy. This policy should describe the home's approach to promoting positive behaviour and the measures of control, discipline and restraint which may be used in the home. The staff team should use the same model of control described in the behaviour management policy. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.33)

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, Second Floor, Queensway,
Halesowen B63 4AH

Responsible individual: Susan Davies

Registered manager: Post vacant

Inspector

Sally Mitchell, Social Care Inspector

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