

1247491

Registered provider: Keys Care Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care and accommodation for up to four children who may have learning disabilities. A private provider operates the home.

Inspection date: 14 March 2018

Judgement at last inspection: good

Date of last inspection: 31 October 2017

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection. At the interim inspection, Ofsted judges that it has improved effectiveness.

Since the last inspection, the registered manager has resigned from his post. The home's deputy manager is now managing the home and is awaiting registration with Ofsted. The requirements and recommendations made at the last inspection have been adequately addressed. For example, the children's guide has been updated to reflect the communication needs of the children and young people. They now have the opportunity to access a guide that gives them an insight into the daily running of the home. Recruitment records demonstrate that more robust checks have taken place in relation to the employment history of the staff and all of the staff, including relief and agency staff, now receive supervision in line with the company's policy.

There have been no admissions or discharges since the last inspection. However, the placing local authority for one child has indicated that they plan for him to move to an

alternative residential placement in the near future. At present, the child's needs are met well at this home, he has positive experiences and he is making good progress in all areas of his life. The manager and staff are strong advocates for children and in this case they have identified an independent advocate to support the child to ensure that his voice is heard in decisions about his future.

All of the children and young people living at the home continue to make good progress in all areas of their lives, such as their health, education, family and social relationships, contact and behaviour. A parent said, 'The home is brilliant. My son has come a long way since he has lived there. The home is a lovely place and he is very happy there. I have regular contact with him, including telephone contact twice a day. All of the staff are lovely.'

The manager and staff have a good understanding of each individual child's and young person's health needs and work with health professionals effectively to ensure that these are met well. Children and young people attend routine health appointments and benefit from a healthy diet and lifestyle. Regular medication reviews ensure that the children and young people have the correct medication to manage their health needs. During this inspection, one young person became ill at school and the manager arranged for two members of staff to go to the hospital immediately to support the young person and to provide the hospital staff with detailed information about his health needs.

All four children and young people continue to regularly attend specialist full-time education that meets their individual education needs. The manager and staff have high aspirations for the children and young people and work in partnership with education professionals to ensure that the children and young people are able to meet their targets. The staff have regular daily communication with education professionals to share information relating to the children and young people. This supports the children and young people to have consistency in routines, care and support, both at the home and at education. Consequently, the children and young people make good progress. An education professional said, 'We have a positive relationship with the manager and staff of the home and are in regular communication with them. We work together to support the young people. Due to this collaborative working, one young person's behaviour has significantly improved.'

The children and young people benefit from many positive experiences such as days out, camping trips and visits to the cinema, trampoline centre, local shops and parks. They also engage in various activities at the home such as playing and baking. Furthermore, they each have achievable targets set, which supports them to increase their independence skills. These positive experiences are captured in photographs and contribute to their life story books, memory book and 'adventure awaits' scrap book. These provide the children and young people with a lasting memory of their time at the home.

Safeguarding practice at the home is robust, which results in the children and young people being safeguarded effectively. Although instances of children and young people

going missing are rare, the home has a clear missing from home protocol in place. Safety measures are in place to ensure that the children and young people are not able to leave the home without the knowledge of the manager and staff. When physical intervention is used, it is to safeguard the children and young people from harm. Physical intervention records demonstrate that physical intervention is completed in line with regulation. There have been no safeguarding incidents since the last inspection because the manager and staff having a good understanding of each child's and young person's vulnerabilities and risks and how to safeguard them effectively.

The monitoring and review systems support the manager to improve and develop the home. Weekly internal medication audits, monthly file audits and monitoring and tracking audits take place, in addition to the external monthly monitoring visits by an independent person. These help the manager to identify themes and trends, shortfalls in practice and areas for further development. Action is taken in a timely manner to address any areas of concern. This ensures that the children and young people receive a high quality of care.

Although all of the staff working at the home have completed mandatory training, their opportunities for further training are limited. During staff appraisals, this has been highlighted by some staff as a concern. For example, one member of staff felt that he would benefit from autism training. Furthermore, the home's responsible individual also identified this as a particular area for improvement. Consequently, some staff do not feel that they are provided with sufficient training opportunities to help them to meet the needs of the children and young people effectively.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/10/2017	Full	Good
11/01/2017	Interim	Sustained effectiveness

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

Recommendations

- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs, and should understand the key role they play in the training and development of staff in the home. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.11)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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: 1247491

Provision sub-type: Children's home

Registered provider: Keys Care Limited

Registered provider address: Laganwood House, Newforge Lane, Belfast BT9 5NW

Responsible individual: Melanie McGuinness

Registered manager: Post vacant

Inspector

Lisa Mulcahy, social care inspector

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