

# 1267650

Registered provider: Keys NHCC Limited

Interim inspection

Inspected under the social care common inspection framework

## **Information about this children's home**

The home is run by a private organisation and is registered to provide care and accommodation for up to three children or young people who have emotional and/or behavioural difficulties.

The manager has been registered with Ofsted since 2018.

**Inspection date: 7 January 2020**

**Date of last inspection:** 8 October 2019

**Judgement at last inspection:** requires improvement to be good

**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 requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

This inspection was brought forward to address specific concerns received by Ofsted.

Children are safe and making progress from their starting points. Two children have moved out of the home since the last inspection. Children's views are sought before any move and this helps them to feel listened to and gain an understanding of how they can influence the decision-making in their lives.

Admissions to the home are well planned. However, risk assessments do not sufficiently identify all known areas of risk. To date, this has not resulted in any harm to children or young people, but risk assessments require improvement to ensure that planning around transitions is thorough.

Children and young people either attend school or have educational activities provided by staff while they are waiting for an educational placement. There is a reward scheme in place to encourage and promote participation in education. For those children and young people with education placements, attendance is good and they are making progress. One young person has achieved a period of paid employment, which is clear progress from their starting point. This helps promote positive self-esteem.

Children and young people are safe. When safeguarding concerns or incidents occur, the manager ensures that other professionals are informed and included in decision-making. However, such incidents are not always notified to Ofsted. This does not result in further harm but means the regulator is not able to monitor safeguarding practice to ensure that all relevant steps are taken to safeguard children and young people.

Behaviour is well managed in the home and children and young people are engaged in a range of activities in their leisure time. Routines are quickly established so that children and young people can become familiar with the rules of the home. This consistency enables children and young people to learn the boundaries of their behaviour, which helps them to feel safe.

Sanctions are used to help children and young people learn to regulate their own behaviour and are well recorded. The manager's oversight of these records does not always include an evaluation of whether this practice has been effective. This means that sanctions are used to address behaviours in the short term rather than as learning opportunities that are beneficial to children and young people.

Children and young people's views have helped to improve some areas of the home. The manager has a plan of the areas that require repair or redecoration, but this does not prioritise any work in the bedrooms of children and young people. This is a missed opportunity to show children and young people that they are valued.

The manager has implemented auditing processes so that she can monitor and review all documents and records. When she identifies areas of weakness, she uses this information to challenge her team's practice, raising the standard of care that children and young people receive. This helps children and young people make progress.

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
08/10/2019	Full	Requires improvement to be good
14/03/2019	Interim	Improved effectiveness
11/07/2018	Full	Good

## 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, 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.

<b>Requirement</b>	<b>Due date</b>
<p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the effectiveness and any consequences of the use of the measure.</p> <p>(Regulation 35 (3)(a)(vii))</p>	<p>08/02/2020</p>
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>a child protection enquiry involving a child —</p> <p>is instigated; or</p> <p>concludes (in which case, the notification must include the outcome of the child protection enquiry); or</p> <p>there is any other incident relating to a child which the registered person considers to be serious.</p> <p>(Regulation 40 (4)(a)(b)(c)(d)(i)(ii) and (e))</p>	<p>08/02/2020</p>

## Recommendations

- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans and where they have fully considered the impact that the placement will have on the existing group of children. ('Guide to the children's homes regulations including the quality standards', page 56, paragraph 11.4)

## Information about this inspection

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.

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:** 1267650

**Provision sub-type:** Children's home

**Registered provider:** Keys NHCC Limited

**Registered provider address:** Maybrook House, 2nd Floor, Queensway,  
Halesowen, Worcestershire B63 4AH

**Responsible individual:** Melanie Kavanagh

**Registered manager:** Nicola Dick

## Inspector

Paula Kelly, social care inspector

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