

1226266

Registered provider: Keys KIN Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is registered to provide care and accommodation for up to six girls up to the age of 18 years. The home's statement of purpose states that the home cares for girls who may go missing, be at risk of child sexual exploitation, display self-injurious behaviours, misuse substances and have EBD (emotional and behavioural difficulties). A private organisation runs the home. The manager has been registered since 2016.

Inspection date: 3 December 2019

Judgement at last inspection: good

Date of last inspection: 21 August 2019

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 declined in effectiveness.

This inspection was carried out in order to address specific concerns received by Ofsted.

Information sharing in relation to a safeguarding concern was not wholly effective in ensuring that all relevant parties, including all placing authorities of children who live in the home, were made aware of relevant information. Due to this omission, placing authorities were unable to consider the information and evaluate the ongoing safety and suitability of the placement for their child.

Records of actions taken in response to safeguarding matters are not always clear. This makes it difficult to evaluate how decisions to protect children are made and how any actions have been followed up. One member of staff was not confident when asked about actions they would take to safeguard a child.

Some children have been reported missing since the previous inspection. Actions taken by staff members in response to children missing are appropriate. Not all children receive a return home interview via their placing authority. This is a missed opportunity to gather intelligence from children, which can assist in breaking a cycle of missing episodes.

Supervision for some members of staff is not regular, and not in line with the home's statement of purpose. This is particularly relevant for staff members within their probationary period who are learning about their roles and may need additional support. The quality of a small number of supervision records is poor. Internal monitoring systems have not identified the gaps in supervision frequency and content.

In relation to one member of staff, good employment practice was not consistently applied. Records sampled did not demonstrate that risk assessments for this individual were followed in practice, such as providing additional direction and guidance in response to identified shortfalls in their practice.

Some children have been living in the home for some months, but have not yet received assessments and linked plans which are detailed in the statement of purpose. The provider organisation is currently recruiting to a vacant post to assist in providing more timely therapeutic assessments and input.

Overall, monitoring systems within the home have not been effective in identifying shortfalls in practice across the children's home that have been identified during this inspection.

Interactions between children and staff members are warm, encouraging and positive. Staff members know the children and the children's individual needs and goals well. Children spoken to were positive about their home. Children benefit from positive family time that is carefully planned and facilitated by staff members. Education and learning is strongly promoted. This encouragement assists some children to maintain excellent attendance at school. Some children work towards independence through obtaining part-time work, which helps them to prepare for their future.

Children live in an environment which is well maintained. Children like their bedrooms and personalise their own spaces uniquely. During the inspection, it was found that some children's case records had been left outside of the locked cabinet within the office area for five days. The registered manager took immediate action on the day of the inspection to ensure that all the records were fully secure.

A previous requirement relating to fire records has been met. Records are now well organised and maintained. They now clearly show how any identified actions from the

fire risk assessment have been followed up and completed.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/08/2019	Full	Good
02/08/2018	Full	Good
04/10/2017	Full	Good
13/03/2017	Interim	Declined in effectiveness

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
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1)(a)(2)(a)(vii))</p>	02/02/2020
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>use monitoring and review systems to make continuous</p>	02/02/2020

improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(h))	
<p>The health and well-being standard is that—</p> <p>the health and well-being needs of children are met;</p> <p>children receive advice, services and support in relation to their health and well-being; and</p> <p>children are helped to lead healthy lifestyles.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require. (Regulation 10 (1)(a)(b)(c)(2)(c))</p>	02/02/2020
Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. (Regulation 16(5))	02/02/2020
The registered person must ensure that all employees receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))	02/02/2020
Case records must be kept securely in the children's home during the period when the child to whom the case records relate is accommodated there. (Regulation 36 (2)(c))	02/02/2020

Recommendations

When a child returns to the home after being missing from care or away from the home without permission, the responsible local authority must provide an opportunity for the child to have an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. ('Guide to the children's homes regulations including the quality standards', page 45, paragraph 9.30)

As set out in regulations 31-33, the registered person is responsible for maintaining good employment practice. They must ensure that recruitment, supervision and

performance management of staff safeguards children and minimises potential risks to them. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.1)

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: 1226266

Provision sub-type: children's home

Registered provider: Keys KIN Ltd

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

Responsible individual: Michelle Callard

Registered manager: Linda Palfrey

Inspectors

Anna Williams, social care inspector
Stephen Collett, social care inspector

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