

# 1277552

Registered provider: Keys Specialist Residential Children's Services Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is owned by a private company. It is registered to provide care and accommodation for up to two children who display a variety of challenging behaviours and have a range of complex needs. The registered manager has been managing the home since September 2018. She is in the process of completing her level 5 qualification in leadership and management.

**Inspection dates:** 28 to 29 January 2020

**Overall experiences and progress of children and young people,** taking into account **good**

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:** 4 December 2018

**Overall judgement at last inspection:** Good.

**Enforcement action since last inspection:**

None.

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
04/12/2018	Full	Good

## Inspection judgements

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

Children live in a welcoming and stimulating home. Their toys are ready to play with and their photographs are on display throughout the home. Children can personalise their bedrooms according to their interests and tastes. They are consulted about the decor in the home, and have been instrumental in choosing the wallpaper in communal areas. This helps children to feel valued and to develop a sense of belonging in the home.

Children receive good individual care from staff who care about them and understand their personal needs. For example, staff have created a 'put it right' tent for children, to help them to regulate their emotions and to appropriately express their feelings. As a result, children are making good progress in their emotional development.

Staff engage with the children, listen to their views and spend time getting to know them. Children engage in activities with staff, both in and outside of the home, such as playing on the Xbox, going to football matches and having meals out. Consequently, children form close and trusting relationships with the people who care for them.

Staff encourage children to attend school and to engage in lessons. They work well with teachers to find the education package which best suits each child's needs. As a result, children are making good educational progress.

Children are healthy. Staff work well with health professionals to make sure that the children receive the healthcare they require. Children have access to the organisation's therapist, who visits regularly to speak with children and to support staff. This ensures that all children can have speedy access to those who can best support them.

Children are encouraged to develop their own hobbies and interests. For example, one child loves football and has qualified to be a referee. Another child attends scouts and enjoys frequent play dates with friends. This helps children to develop their self-confidence and self-worth.

Children are supported by staff when they move into the home and when they leave. Children can visit the home and meet the people who will be caring for them, before they move in. This enables them to have a better understanding of where they will be living, and helps them to settle into their new homes.

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

Children are safe in the home. There are a range of risk assessments in place. These ensure that staff know about the measures that they need to take to keep children safe.

Children do not go missing. The manager consults and seeks advice appropriately when she has concerns about the children's welfare. Staff receive training in a wide range of

safeguarding issues, which include county lines, radicalisation and child sexual exploitation. This ensures that swift and effective action is taken to make sure that children are kept safe.

Staff manage conflict well. They make good use of rewards and incentives which are individual to each child. Staff are clear about the approaches they need to use in order to manage and reduce negative behaviour. As a result, children rarely need to be restrained.

Recruitment processes are thorough. Staff undergo a full range of checks to ensure that they are safe to work with children.

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

Since the last inspection, the manager has completed her registration to manage the home. She is enthusiastic and is constantly developing practice within the home to support the needs of the children. For example, she has developed visual aids for the children to help them know who is working in the home, and to help them choose the food they would like to eat and the activities they would like to do. This helps children to settle into the home.

The manager has a good level of oversight of the running of the home. This is reinforced by clear and effective monitoring that demonstrates improving outcomes for children.

There is a consistent team of staff working in the home. Staff are motivated and feel well supported. They all have a shared commitment to improving the well-being of the children in their care and helping them to achieve the best possible outcomes.

Staff receive different types of training. This is supplemented in team meetings to further develop the staff's knowledge and practice. Most staff already hold the expected qualification in residential childcare. Consequently, staff have good levels of knowledge and skills that enable them to provide children with the care they require.

The manager and staff work in partnership with a range of professionals, one of whom said that they have 'excellent communication' with the home. All were extremely positive about the care children are receiving, and the progress they are making.

## **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.

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:** 1277552

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

**Registered provider:** Keys Specialist Residential Children's Services Ltd

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

**Responsible individual:** Gemma Moore

**Registered manager:** Samantha Lloyd

## Inspector

Sue Young, social care inspector

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