

1240397

Registered provider: Keys Care Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider. The home provides care and accommodation for up to five children and young people who have emotional and/or behavioural difficulties.

The manager is registered with Ofsted and is suitably qualified and experienced.

Inspection date: 4 February 2020

Date of last inspection: 24 April 2019

Judgement at last inspection: Requires improvement to be good

Enforcement action since last inspection:

None.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/04/2019	Full	Requires improvement to be good
19/09/2018	Full	Good
21/11/2017	Full	Good
08/02/2017	Full	Good

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 improved effectiveness.

Some, but not all, of the requirements made at the home's last inspection have been met.

Children have made progress. Most of the children are now engaged in full-time education. However, there are significant shortfalls in respect of one child's education plan. The child has not always been provided with suitable work, in line with the child's education levels and targets. No meetings have taken place to discuss this child's education and relevant reports have not been received. Despite these shortfalls in education, the concerns have not been escalated to relevant professionals and additional support for the child has not been sought. The lack of a clear education plan has the potential to have a detrimental effect on the child's educational progress.

Incidents in the home have reduced in number, particularly missing from care incidents. Risk assessments and support plans are clear and are regularly updated. The therapy team contributes to plans and strategies. This means that staff are aware of how best to support children, and how to respond to incidents effectively. Children say they feel safe at the home. When incidents occur, these are well managed. Children have regular key-work sessions, although these could be improved by introducing more targeted work.

The manager is building a new staff team and is establishing a new culture within the home. Staff have positive and supportive relationships with the children. Staff receive mandatory training and a thorough induction. Further specific training would enable staff to better understand some of the complex needs of the children in the home. Staff receive regular one-to-one supervision and there are regular team meetings.

Management monitoring and oversight of the children's files and care plans require improvement. Some concerns have not been responded to in a timely way. On one occasion, the manager was not aware of comments and concerns raised by a child during key-work sessions. This meant that significant information had not been responded to by the manager.

The development plan for the home is detailed and shows how the manager aims to further develop and improve the home. The home has been decorated throughout, and looks warm and welcoming. There are lots of decorative touches, such as photographs and pictures. One room has been converted to a quiet room, with bean bags and a weighted blanket. This gives children a nice space to relax in. The children's bedrooms are personalised to their individual taste.

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 care planning standard is that children— receive effectively planned care in or through the children's home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that each child's relevant plans are followed.</p> <p>(Regulation 14(2)(c)(e)(iii))</p>	31/03/2020
<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—</p> <p>helps children aspire to fulfil their potential; and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child.</p> <p>(Regulation 13(1)(a)(b)(2)(c))</p>	01/06/2020
<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—</p> <p>helps children aspire to fulfil their potential; and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each</p>	31/03/2020

<p>child and use this understanding to inform the development of the quality of care provided in the home.</p> <p>(Regulation 13(1)(a)(2)(f)(h))</p>	
<p>In meeting the quality standards, the registered person must, and must ensure that staff—</p> <p>if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans.</p> <p>(Regulation 5(c))</p>	31/03/2020
<p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>help each child to achieve the child's education and training targets, as recorded in the child's relevant plans;</p> <p>maintain regular contact with each child's education and training provider, including engaging with the provider and the placing authority to support the child's education and training and to maximise the child's achievement;</p> <p>help each child to attend education or training in accordance with the expectations in the child's relevant plans.</p> <p>(Regulation 8(1)(2)(a)(i)(vi)(x))</p>	31/03/2020

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: 1240397

Provision sub-type: Children's home

Registered provider: Keys Care Limited

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

Responsible individual: Patricia James

Registered manager: Deana Law

Inspector

Sarah Orriss, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit

<http://www.nationalarchives.gov.uk/doc/open-government-licence>, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: <http://www.gov.uk/ofsted>

© Crown copyright 2020