

1239953

Registered provider: Keys Educational Services Limited

Interim 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 for up to four children and young people, aged up to 18 years old, who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

The manager was registered with Ofsted in June 2019.

Inspection date: 4 February 2020

Date of last inspection: 9 April 2019

Judgement at last inspection: 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 good at the last full inspection.
At the interim inspection, Ofsted judges that it has improved effectiveness.

Since the previous inspection, two children have moved into the home. Children receive a warm welcome because of the manager's meticulous planning and dedication. One child shared with the inspector that they 'absolutely love' living at this home because, the child said, one staff member has helped to 'turn my life around'.

Since the previous inspection, children have made progress from their starting points because of the consistent and nurturing responses of staff. For example, one child has reduced his aggressive behaviours, has improved his personal care and is more socially and emotionally confident.

The manager and staff place children's wishes and feelings at the heart of their work. Children's views are captured daily, as well as in monthly group and individual meetings. For example, one child who was unhappy about the food shopping has taken responsibility for the orders. This is helping to develop their independence and ensures that a variety of tastes are provided for.

The manager is focused on praising children's achievements and activities to promote progress. Photographs and messages of encouragement help children to remember these events and to improve their relationships with staff.

Complaints are managed to a high standard. Two complaints have been made since the last inspection, from the same child about another child living in the home. The manager has provided a thorough response within the organisation's policy timescales. The manager has spent time talking with each child to demonstrate understanding and tolerance, to fully resolve the issue.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/04/2019	Full	Good
07/01/2019	Full	Inadequate
21/02/2018	Full	Good
15/11/2017	Full	Inadequate

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: 1239953

Provision sub-type: Children's home

Registered provider: Keys Educational Services Limited

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

Responsible individual: Katie Howard

Registered manager: Steven Cairns

Inspector

Anna Gravelle, Social Care Inspector

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