

SC028174

Registered provider: Keys Care Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care and accommodation for up to four children who have emotional and/or behavioural difficulties. This home provides mid- to long-term residential care.

The manager is suitably qualified and experienced.

Inspection date: 3 March 2020

Date of last inspection: 2 July 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 sustained effectiveness.

Children are making good progress. Although not all of the children are in full-time education, alternative arrangements are in place to support children's education. Children have warm and nurturing relationships with the adults who care for them. Adults know the children well and they know how best to support them. Professionals have given positive feedback and are happy with the progress the children are making.

Not all children's plans are kept up to date. Direct, structured key-work sessions are not carried out to help children to work towards targets and improved outcomes. Some of the children will be moving on to independent living, and not enough work has been done to prepare them for this transition.

The number of incidents in the home has reduced. When incidents have occurred, these have been recorded effectively. Staff and children have the opportunity to discuss their thoughts and feelings following incidents. Children's debriefs are recorded in a child-focused way. The manager has good oversight of the home and has been effective in monitoring and auditing essential documents.

Not all maintenance in the home has been carried out in a timely way. For example, the children's showers have not been working properly for several weeks. The redecoration of bathrooms has taken several months to organise. The lack of general maintenance, particularly outside, detracts from the home and does not promote a homely environment.

Staff say that they feel supported in the home but they do not always have regular supervision. Some agency workers have not had an induction into the home. This means that these workers do not have a good understanding of the children they are working with or the health and safety procedures in the home.

The fire safety procedures in the home are not robust. Staff and children do not have regular fire evacuation drills. Essential repairs to fire doors have not been completed despite this being highlighted as urgent in an independent fire risk assessment in January 2019. Staff are not carrying out effective and regular checks on doors and fire systems in the home. The paperwork relating to fire audits is inaccurate.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/07/2019	Full	Good
09/10/2018	Full	Requires improvement to be good
28/11/2017	Full	Good
27/03/2017	Interim	Improved 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>After consultation with the fire and rescue authority, the registered person must—</p> <p>Ensure, by means of fire drills and practices at suitable intervals, that persons working at the home and, so far as reasonably practicable, children are aware of the procedure to be followed in case of fire.</p> <p>If the Regulatory Reform (Fire Safety) Order 2005(a) applies to the home—</p> <p>the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home.</p> <p>(Regulation 25(1)(c)(d)(2)(b))</p>	01/05/2020
<p>The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience.</p> <p>(Regulation 33 (4)(b))</p>	01/05/2020
<p>The registered person must maintain records("case records") for each child which-</p> <p>are kept up to date; and</p> <p>are signed and dated by the author of each entry.</p> <p>(Regulation 36(1)(b)(c))</p>	01/05/2020

Recommendations

- Staff must help each child to prepare for any moves from the home, whether they are returning home, moving to another placement or adult care, or to live independently. This includes supporting the child to develop emotional and mental resilience to cope without the home's support and, where the child is moving to live independently, practical skills such as cooking, housework, budgeting and

personal self-care.

(‘Guide to the children’s homes regulations including the quality standards’, page 17, paragraph 3.27)

- Many children placed in homes may undergo a difficult transition and what should be simple aspects of their care take on a substantial significance in this context. Staff should provide a nurturing environment that is welcoming, supportive, and which provides appropriate boundaries in relation to their behaviour. Homes must also meet children’s basic day to day needs and physical necessities. Staff should seek to meet the child’s basic needs in the way that a good parent would, recognising that many children in residential care have experienced environments where these needs have not been consistently met - doing so is an important aspect of demonstrating that the staff care for the child and value them as an individual.
(‘Guide to the children’s homes regulations including the quality standards’, page 15, paragraph 3.7)

In particular, this relates to ensuring that essential maintenance work is carried out in a timely manner.

- The use of external agency staff can be a positive choice to complement the skills and experiences of the permanent workforce. Any external agency staff should meet the requirements in regulation 32(4) regarding mandatory qualifications and the registered person should consider their skills, qualifications and any induction necessary before they commence work in the home. The use of agency staff should be carefully monitored and reviewed to ensure children receive continuity of care.
(‘Guide to the children’s homes regulations including the quality standards’, page 54, paragraph 10.16)

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: SC028174

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: Carol Nobbs

Inspector

Sarah Orriss, Social Care Inspector

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