

1226266

Keys KIN Ltd

Monitoring visit

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 with Ofsted since 2016.

Inspection date: 6 May 2020

This monitoring visit

This inspection was conducted in response to concerns raised with Ofsted about behaviour management and due to incidents notified by the provider to Ofsted that raised serious safeguarding concerns.

Two inspectors carried out this inspection. The lead inspector was on site, and a team inspector assisted by undertaking off-site inspection activities, such as contacting external professionals and reviewing documents. This was to limit the time the lead inspector spent on site. These arrangements were in place in accordance with Ofsted's current guidance in response to guidance issued by Public Health England, in response to the COVID-19 (coronavirus) pandemic.

No judgement was made at this inspection. Five requirements and the recommendation in this report were made at the previous monitoring visit on 3 December 2019. These were not examined at this inspection and have a revised completion date. Three further requirements were made at this inspection.

The home had an unsettled period leading up to this inspection. The young people said that this was not the norm. One young person said that two recent incidents had been the worst she had witnessed in the two years that she has lived here.

A consistent view, expressed by the young people, staff, wider professionals and the responsible individual during the inspection, was that the high use of agency staff was a significant factor in these incidents occurring. The provider is actively recruiting new staff and has recently appointed a new deputy manager. Leaders have also taken steps to improve the way that staff are deployed to ensure that there are experienced staff on shift at any one time.

Despite the high use of agency staff, the young people have trusted staff whom they can confide in, and they reported positively about the way that staff care for them.

The registered manager takes prompt and effective action in response to incidents. Staff know the young people well and use positive strategies when the young people's behaviours become challenging. Physical intervention is seldom used and only if this is necessary to protect the young people from harm.

Staff understand how to recognise and act on safeguarding concerns. They seek advice and share information appropriately with the designated officer for safeguarding. However, in one example, the support and interventions offered to a young person who disclosed that they were subject to exploitation, were not clearly documented. The provider did not notify Ofsted about this incident. This reduces Ofsted's ability to effectively monitor the home.

Staff are proactive when the young people go missing from the home. They take all reasonable steps to ensure that the young people are located and safely returned before they are able to leave the local area. A social worker said, of one child, that she seldom goes missing now and makes safer choices. She feels that this young person is safer as a result of the nurturing care she has experienced in the home and the positive relationships that she has formed with the staff. The inspector spoke to all four of the young people who were at the home at the time of the inspection. All of them reported feeling safe.

Young people who are able to access education continue to attend school. Those who are not are managing to keep reasonable routines and spend their time productively.

The registered manager was on leave at the time of this inspection. This meant that some records were not available. The responsible individual was on duty and providing leadership and support in the registered manager's absence. Staff and young people spoke highly of the registered manager. Young people, in particular, said that they really like her, that she is available for them, always listens to them and gets things done.

Staff are continuing to focus on the needs of the young people, who themselves demonstrate remarkable resilience in coping with the current COVID-19-related circumstances and restrictions.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/12/2019	Interim	Declined in effectiveness
21/08/2019	Full	Good
02/08/2018	Full	Good
04/10/2017	Full	Good

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
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. 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))	15/06/2020
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 promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(1)(a)(b)(2)(h))	15/06/2020
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— 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))	15/06/2020
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))	15/06/2020
The registered person must ensure that all employees receive practice-related supervision by a person with appropriate experience. (Regulation 33(4)(b))	15/06/2020

<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12(2)(b))</p>	<p>15/06/2020</p>
<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— (a) helps children aspire to fulfil their potential; and (b) promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that the home's workforce provides continuity of care to each child. (Regulation 13(2)(e))</p>	<p>15/06/2020</p>
<p>The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious. (Regulation 40(4)(a)(b))</p>	<p>15/06/2020</p>

Recommendations

- 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 safeguard children and minimise potential risks to them. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.1)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

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

Inspector

Lee Kirwin, regulatory inspection manager
Paul Thomas, social care inspector

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