

2548418

Keys Care Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home was registered in October 2019. It is part of a cross-regional project which has been set up between The Keys Group Ltd and four local authorities (Oxfordshire, Hertfordshire, Buckinghamshire and Milton Keynes). According to its statement of purpose, the aim is to provide an established and respected good-quality service of care, education and therapeutic input and support for four children with emotional and behavioural difficulties to live close to their local area.

Inspection date: 2 July 2020

This monitoring visit

Following the home being registered in October 2019, its first scheduled inspection was deferred, in accordance with Ofsted's response to the COVID-19 (coronavirus) outbreak. The purpose of this visit was to monitor the provider's performance since registration, in terms of children's safety, well-being and experiences. No judgement is made from this visit. Due to COVID-19 restrictions, this monitoring inspection was conducted using off-site activities that included the review of documents and telephone interviews.

The previous registered manager resigned in February 2020. A targeted recruitment campaign is ongoing, supported by clear and effective interim management arrangements. A regional manager, with previous experience of being registered, is based in the home full time and plans for a four-week handover when a new manager is appointed. The interim manager is aware of the timescales that require a registration application to be made and has given her assurance to do so.

The interim manager is reflective and insightful. She understands the strengths and development needs of the home and prioritises these in the best interests of the children. By using effective monitoring tools throughout the lockdown period, she

has collated monthly data that evidences a reduction in the children's self-harming behaviours and their improved engagement with core staff. She has introduced 'Zoe's reward certificates', which have been a huge incentive in promoting the children's positive behaviours.

The admissions practice of senior leadership when the home first opened was poor. This resulted in negative experiences for the first three children who moved in. These children moved into the home in quick succession, and there was insufficient consideration of their compatibility with each other. Consequently, two children had a poor experience of moving in, and another child did not have a positive ending.

Staff and leaders failed to recognise and act on early signs and indicators of bullying. One child disclosed the bullying behaviours to the home's independent visitor, and the staff then supported the child to make a complaint to the registered manager. The registered manager responded to this in a timely and appropriate manner. The child was satisfied with the actions and outcomes. Since this complaint in February 2020, and with lessons learned by the staff team, there have been no further known incidents or reports of bullying.

The staff training programme focuses on the children's identified risks and needs. Training courses include a good balance of online and face-to-face learning opportunities. The completion of mandatory safeguarding training as part of the induction process ensures that staff are guided to understand and follow robust safeguarding procedures. Staff practice demonstrates that they have a clear understanding of safeguarding procedures, including the process for reporting concerns.

The staff have encouraged the children's full participation in home-schooling since the government's decision to close schools. The staff have provided the children with a continued routine in the mornings of getting up and ready for learning. They tailor activities to the children's hobbies and interests to support a 24-hour curriculum. This promotes the children's engagement and attention when learning new skills. One child has recently learned to build his own computer from computer parts.

Staff's sensitive and successful support for the children helps them to learn and develop, in line with their age, understanding and previous life experiences. In one example, a child really struggled to live among an ethnically diverse staff group. The staff supported the child to explore their own heritage and identity, while reflecting on their own. This enabled the child to feel comfortable to ask direct questions and gave a platform to all the children to address any preconceptions of one another and the staff.

Recent inspection history

This is the home's first

inspection

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>14: The care planning standard</p> <p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that arrangements are in place to—</p> <p>ensure the effective induction of each child into the home;</p> <p>manage and review the placement of each child in the home; and</p> <p>plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority.</p> <p>(Regulation 14 (1)(a)(b)(2)(b)(i)(ii)(iii))</p> | <p>01/09/2020</p> |
| <p>11: The positive relationships standard</p> <p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> | <p>01/09/2020</p> |

that staff—

help each child to develop socially aware behaviour;

encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding;

help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;

understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children;

are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same;

de-escalate confrontations with or between children, or potentially violent behaviour by children;

understand and communicate to children that bullying is unacceptable; and

have the skills to recognise incidents or indications of bullying and how to deal with them. (Regulation 11 (1)(a)(b)(c)(2)(a)(ii)(iii)(iv)(ix)(x)(xi)(xii)(xiii))

| | |
|--|-------------------|
| <p>13: The leadership and management standard 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</p> <p>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 child and use this understanding to inform the development of the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(f))</p> | <p>01/09/2020</p> |
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Information about this inspection

Ofsted is aware of the challenges that COVID-19 (coronavirus) is currently posing to those we regulate. During this visit, the inspectors took into consideration the impact of any measures being taken to slow the spread of COVID-19 by the home. This has included the effect these have had on staffing arrangements.

The purpose of this visit was to monitor the home’s progress since it was registered in October 2019.

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

Children’s home details

Unique reference number: 2548418

Provision sub-type: Children’s home

Registered provider: Keys Care Ltd

Registered provider address: C/o Pinsent Masons Llp, The Soloist Building, 1 Lanyon Place, Belfast, Northern Ireland BT1 3LP

Responsible individual: Emma Beech

Registered manager: Post vacant

Inspector:

Kelly Monniot, social care inspector

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