

1240397

# Assurance visit

## Information about this children's home

This home is registered to provide care and accommodation for up to five children with emotional and/or behavioural difficulties.

A private provider owns the home.

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

**Visit dates:** 16 to 17 September 2020

**Previous inspection date:** 4 February 2020

**Previous inspection judgement:** Improved effectiveness

## Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

## **Findings from the visit**

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

### **The care of children**

Young people in the home are well cared for. They have warm, supportive and nurturing relationships with the adults who look after them. They are making progress in all areas of their lives. They have excellent school attendance and have aspirations for the future. Young people say that they are happy in the home and feel safe.

Young people's plans are individualised and are regularly reviewed and updated. Young people are consulted with regarding their plans. Young people are cared for by adults who have a good understanding of their needs. Young people struggled initially with the COVID-19 restrictions and how this affected them. The adults in the home supported them to understand risks and this led to a reduction in incidents.

Support has been accessed as necessary from external professionals. This support has developed the care provided to the young people. The provider's therapist has undertaken additional training and has led reflective supervision with staff. This means that staff have more knowledge of risk factors and how best to support the young people.

Family time has been maintained for young people. Additional resources have been used to support family time. The inspector received positive feedback from professionals and a parent. Communication in the home is good and relevant people involved with the young people are kept updated.

Young people have a voice in the home and this has led to changes. The home is warm and welcoming and provides a positive environment for the young people. Bedrooms are individual and personalised.

### **The safety of children**

Staff understand the needs and risk factors that may impact on the young people. Additional training has been undertaken regarding specific risks. Risk assessments and behaviour support plans are detailed, individualised and regularly reviewed and updated. This means that the staff at the home have clear guidance on how best to support the young people.

There have been some serious incidents in the home and these were not always well managed by staff. The manager took a robust response to this. Staff received additional supervision and training to improve their skills and knowledge. Staff have been supported to develop and learn from these incidents. Incidents in the home have reduced.

Young people are cared for by a consistent staff team. New staff in the home have received a comprehensive training and induction package.

### **Leaders and managers**

The manager is reflective and understands the home well. The manager is transparent in identifying weaknesses and lessons learned. She is proud of the home and the progress the young people make. When concerns were raised, the manager took appropriate and swift action in response. The manager and deputy manager work well together and provide good leadership in the home.

Staff receive regular formal supervision. They also have the opportunity to have additional, regular informal discussions with the manager. This is supportive in staff development and demonstrates an understanding of their roles. Staff are encouraged and supported to use reflective practice.

The manager has good oversight of key documents in the home. These are regularly reviewed and kept updated. Relevant information is incorporated into plans and cascaded to the staff team. This means that everyone working with the young people has up-to-date knowledge.

Young people are regularly consulted with about the home. This has led to the development of a quiet area in the home and additional resources being purchased. This supported the young people during the lockdown period to engage in positive activities in the home and garden.

The manager works with a range of professionals and with parents. The home works inclusively with others and has a positive relationship with them. There is positive feedback from young people, professionals and parents about the home and the staff team.

All requirements from the last inspection were met. No requirements or recommendations were made following this inspection.

## Children's home details

**Unique reference number:** 1240397

**Registered provider:** Keys Direct Care Limited

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

**Responsible individual:** Patricia James

**Registered manager:** Deana Law

## Inspector

Sarah Orriss, Social Care Inspector

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