

1164089

# Assurance visit

## Information about this children's home

This privately owned children's home provides care for up to four children who have complex needs and require specialist support. The manager has been registered with Ofsted since July 2019.

**Visit dates:** 15 to 16 December 2020

**Previous inspection date:** 5 February 2020

**Previous inspection judgement:** Sustained 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**

Three children have moved out of the home and three children have moved into the home since April 2020. Three children were living at the home at the time of the assurance visit.

The children have strong, trusting relationships with staff. A child said that the staff are like family to them. Warm interactions and relationships were observed during the assurance visit. The children said that staff listen to and help them and that they like living at the home.

The children have continued their education during the COVID-19 pandemic, through a mixture of attendance and online learning. One child is in the process of attending university-place interviews. Education staff said that the staff from the home have supported the children to attend their education and to undertake the work set.

The children have been able to maintain relationships with their family and friends, within government guidelines, during the COVID-19 restrictions. Social work visits during this time were undertaken via video calling. Consequently, the children were able keep in touch with the people who are important to them.

## **The safety of children**

Staff keep the children safe at the home and in the community. Risk assessments are detailed, and are regularly reviewed and updated. Children have the opportunity to read these with staff. This helps them to understand and manage their individual risks. Behaviour management plans are clear, with an emphasis on de-escalation.

The staff have received safeguarding training. They know how to raise concerns effectively. Managers notify the designated officer and Ofsted when concerns arise. This enables multi-agency oversight of and responses to incidents at the home.

The staff have been proactive in ensuring that the children understand the potential risks posed by the COVID-19 pandemic. This has helped the children to feel safe, as they have a better understanding of COVID-19.

The children said that the staff listen to and act on their wishes and feelings. The children attend regular house meetings during which they can discuss anything that is worrying or upsetting them.

## **Leaders and managers**

A consistent staff team has been in place during the COVID-19 pandemic. This ensured that positive, safe relationships with children were maintained. A child said that it was important to her that the same staff work at the home.

The staff have undertaken the organisation's mandatory training and some face-to-face training has begun. Two staff were unable to undertake refresher restraint training. The manager has risk assessed this to ensure everyone's safety in the interim.

The staff have achieved or are in the process of undertaking a relevant level 3 qualification. One member of staff has begun working towards a level 5 qualification.

Monitoring of the home is comprehensive. The independent visitor's reports are detailed, and are used to develop the home. Regular good-quality supervision enables the staff to work effectively with the children, and helps them to develop their practice.

The manager works effectively with external professionals. The partnership working has supported the children to progress, and has helped to ensure that information is shared in the best interest of the children.

The manager has met the three requirements and one recommendation from the last inspection.

## **Children's home details**

**Unique reference number:** 1164089

**Registered provider:** Keys BR Limited

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

**Responsible individual:** Zoe Tompkins

**Registered manager:** Ruth Gorin

## **Inspectors**

Trish Palmer, Social Care Inspector  
Nigel Parkes, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted).

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2020