

1226495

Keys KIN Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home provides care and accommodation for up to five children. The home is part of a large national organisation.

The manager registered with Ofsted in December 2019

Inspection date: 24 February 2021

This monitoring visit

This visit took place due to the length of time since the last inspection. The home was last inspected in September 2019, and judged overall good, with one recommendation made.

In accordance with Ofsted guidance on COVID-19 (coronavirus) restrictions, this inspection was undertaken remotely. The inspector held discussions with the responsible individual, registered manager and staff on video call. Social workers provided their views via email. Relevant documents were emailed to the inspector and these were considered. The inspector held video discussions with children.

The previous recommendation regarding training has been met. Training identified at the previous inspection was sourced and delivered to staff. This is now part of annual training plans.

An incident involving an allegation against a member of staff was well managed. Leaders and managers took immediate action to ensure the safety of children. Relevant professionals were notified, and the manager took firm action to address the concerns relating to staff practice.

Following consistent work by staff and managers, there has been significant reduction in number of physical interventions since the previous visit. Clear action is taken following physical interventions, to ensure that learning takes place by staff

and that children are supported to share their views. There have been occasions where the home's independent visitor did not gain the views of the child, but this process has been reviewed and changed by the manager. This means that children's views are regularly sought and used to inform service development.

Managers have advocated well for children, especially when it comes to education placements. There has been clear representation of children's needs made to external professionals. This ensures that the best interests of the child remain at the centre of care planning

Leaders and managers have kept the impact of COVID-19 to a minimum. There has been individual work with the children, and regular children's meetings are held to help them understand both the risk of Covid-19 and the restrictions that are in place. Workbooks have been completed alongside children to help them remember this period in the future. These workbooks highlight the positive progress that the children have made during this period.

Managers have been creative in plans to ensure that children are able to maintain relationships with their families. Initially, this involved using outdoor spaces for them to meet face to face, but with the change of weather this has meant hiring local contact centres. Children spoke positively about this and appreciated the fact that they were still able to see families.

Staff have been well supported during the pandemic. There was prompt action taken by both managers and the organisation to ensure that activities and games were available for the children and that personal protective equipment was available for all. There has been clear guidance sent to staff following any changes to national restriction. Staff that have had to self-isolate have been well supported.

Children say that they are happy in the home. Children described how much they like the staff, the home and the activities that have been provided. Children also spoke highly of food in the home and how much they liked that staff have recreated versions of popular take-away restaurants such as 'L.F.C'. One child said, 'I never want to leave' and gave all the staff '10/10'.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/09/2019	Full	Good
06/02/2019	Full	Good
18/07/2017	Full	Good
24/03/2017	Interim	Sustained effectiveness

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: 1226495

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: Lorna Roberts

Inspector

Mark Newington, Social Care Inspector

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