

1226495

Registered provider: Keys KIN Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home provides care for up to five children with social and emotional difficulties.

The manager registered with Ofsted in December 2019.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 24 February 2021 to carry out a monitoring visit. The report is published on our website.

Inspection dates: 26 to 27 May 2021

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 10 September 2019

Overall judgement at last inspection: good

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

Inspection judgements

Overall experiences and progress of children and young people: good

The staff have built trusting and secure relationships with the children. The staff know the children really well. They listen to them and spend quality time with them. As a result, the children have developed an appropriate sense of permanence and belonging. One child said: 'The adults that work here are like my family and I would like to live here until I am 18.'

The staff encourage the children to actively participate in day-to-day decisions about their lives and futures. One child has learned how to ride a bike, and children attend weekly swimming and gymnastics clubs. The staff also encourage and support the children's friendships outside of school and the home by arranging playdates in the local park and taking the children on day trips. A schoolteacher said: 'It was lovely to hear about the wonderful time the two friends had; they didn't stop talking about it all week.'

Most of the children are attending school and are making good progress, especially in their readiness to learn and in their participation. One child has recently started joining in with dance class. When children are not in school, the management team works determinedly with social care and education professionals to try and resolve this as a matter of urgency. The staff use their initiative to encourage daily routines and independence skills for children when they are not in school. The staff set goals and objectives with the children to help them learn practical skills. For example, the staff encourage the children to make their beds, open their curtains and complete their daily tutoring before other activities commence.

The staff meticulously identify key targets in the children's education and health plans to promote a multi-agency approach, and secure goals for the children. These targets filter into daily incentives for the children. The staff team encourages target progression sensitively and at a pace suitable to the children. The children are both familiar with, and enthusiastic about, their incentive plans. As a result, the children can see where they are making progress. This approach by staff has motivated the children to achieve and to speak proudly of their accomplishments.

Children enjoy safe and meaningful time with their families. The staff work in partnership with parents and allocated social workers to ensure that family time is positive and in the interests of the children. This collaborative work promotes living in the home, and home-life stability for the children.

How well children and young people are helped and protected: good

The staff understand the risks that using the internet may pose for the children. There are well-developed strategies in place to keep the children safe. The staff support the children sensitively in learning and understanding how to keep themselves safe. The children only have access to age-appropriate computer games and DVDs, and the wi-fi is heavily restricted and monitored. This protects children

from viewing unsuitable content.

The staff support the children to self-regulate their emotions using a range of social and behavioural targets. These are adapted to meet the needs of each child and are individually incentivised. This helps the children to develop skills and strategies in managing their own conflicts and difficult feelings. The staff provide the children with clear, concise and appropriate boundaries to provide and promote stability. This further contributes to the children's well-being and security.

The children feel safe and protected from harm. The children have trusting adults they can talk to about any worries or fears they have, and staff listen. One child was well supported by a staff member when the child was struggling to sleep one night due to their emotions. The staff member sensitively and creatively supported the child until they felt safe and secure enough to sleep.

The staff are clear about and follow procedures for responding to concerns about the safety of a child. Child protection concerns are immediately shared with the relevant agencies. Senior managers address any required actions in a timely way, ensuring that the children are at the centre of any decision. A professional said: 'During safeguarding situations, the children's needs are paramount. The staff ensure the children's voices are always heard.'

There are some shortfalls in recruitment practice. One candidate's employment history had gaps that had not been scrutinised by the registered manager. One member of staff left without the opportunity of attending an exit interview. These omissions have not directly impacted on the quality of care provided to the children.

The effectiveness of leaders and managers: good

The registered manager is experienced and passionate about driving positive outcomes for the children. The registered manager is supported by an ambitious and highly organised deputy manager. As a result, the home is managed to a good standard, and records are well documented. The strength of leadership inspires a culture where the staff are focused and committed to the children. They work together to deliver a good quality of care and provide a vital link in the chain to continually drive positive outcomes for children.

The registered manager is a clear advocate for the children and understands the benefits of working collaboratively and with a multi-agency approach. She successfully secured an independent advocate for a child to further help the child in sharing their views in wanting to return to school. This demonstrates the registered manager's ambition and skill in promoting equal opportunities for children and in championing children's rights.

The senior leadership team clearly understands the plans for children and their important milestones. One child is celebrating an upcoming anniversary with a themed trip out with the staff. Plans for individual children comprehensively identify their needs. Managers monitor progress and can demonstrate the positive impact

that living at the home has on the children's progress and life chances.

The statement of purpose has not been shared with Ofsted in line with regulatory requirements since 2019. However, this document has remained under review and was available during the inspection.

The registered manager has not sent a copy of the quality of care review to Ofsted since she was registered in December 2019. These reviews have occurred in practice but have not been shared with the regulator in line with regulatory requirements.

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 registered person must keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b))	20 July 2021

Recommendations

- The registered person should have a system in place which allows them to monitor the matters set out in Regulation 45 at least once every six months. The generated report should be sent to Ofsted and the placing local authority of all children in the home who are looked-after children. ('Guide to the children's homes regulations including the quality standards', page 64, paragraph 15.2)
- The registered person should maintain good employment practice. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. In particular, any gaps in staff employment history are scrutinised, and that the staff are consistently offered an exit interview as set out in the home's policies and procedures. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.1)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the 'Social care common inspection framework'. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'.

Children's home details

Unique reference number: 1226495

Provision sub-type: Children's home

Registered provider: Keys KIN Limited

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

Responsible individual: Michelle Callard

Registered manager: Lorna Roberts

Inspector

Kelly Monniot, Social Care Inspector

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