

1224093

Registered provider: Keys BR Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to four children with complex needs who require specialist support.

The manager registered for this home in June 2021.

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 5 October 2020 to carry out an assurance visit. The report is published on the Ofsted website.

Inspection dates: 18 to 19 August 2021

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 17 June 2019

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/06/2019	Full	Requires improvement to be good
14/02/2019	Interim	Declined in effectiveness
25/06/2018	Full	Good
27/02/2018	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Children are making good progress and enjoying positive experiences. The core staff have remained consistent and demonstrate that they have high aspirations for the children. A parent said, 'I'm very happy with the care. The staff encourage and support my child. His progress has been brilliant. He is very open now with everyone.'

Weekly children's meetings are productive and enable the children to express their opinions and choose their favourite activities. When a child showed an interest in doing something for his favourite charity this was enthusiastically supported and encouraged by the staff. It resulted in the staff and children completing a 100 push-ups-a-day challenge and successfully raising money to donate to the charity.

Children who previously struggled to engage in education are now achieving high attendance and making significant progress. A headteacher said, 'The child has made a dramatic turnaround over the last 10 months, especially with the new manager's involvement. The staff also advocated for support from a therapist, which made a massive difference.'

Children are encouraged to maintain good relationships with those who are important to them. During this inspection, staff invited a friend of one of the children to join them on an activity. This positively supports the children to develop healthy relationships and strong friendships.

The manager and staff ensure that the children have a memento of their time spent living at the home. Each child has an extensive book containing photographs and reminders of their achievements and special moments. This ensures that when a child moves on, they have a record to keep of this important part of their life story.

The home environment has undergone much improvement and is now homely and well maintained. The children's bedrooms are personalised. The lounge has been refurnished and redecorated, a new bathroom has been fitted and new flooring and carpet has been laid. The children were included in the process and are proud of the choices in decor they have made.

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

Staff work very hard to establish trusting relationships with children. This is achieved through consistent responses and genuine warmth. As a result, children who present with self-injurious behaviours experience fewer incidents of distress and they learn to manage their emotions in more positive ways.

Detailed individual risk assessments provide staff with the necessary strategies to minimise potential dangers and protect children. These assessments are

comprehensive, updated regularly, include the child's views and recognise improvements in behaviour. The manager ensures that staff are aware of any new guidance to follow to reduce risks further.

Staff recognise any changes in behaviour and are skilful at de-escalating incidents. When physical intervention is required for safety reasons, the manager ensures that the child's opinion is heard and that staff are debriefed. This enables a period of reflection and helps to develop strategies to reduce the likelihood of similar incidents occurring.

When a child goes missing from the home, staff follow procedures well. They are proactive in locating the child and work in partnership with police to ensure the child's safe return. Staff speak with the child to help them recognise the dangers associated with this risky behaviour. Independent return home interviews are generally offered; however, there are gaps in evidencing that these have consistently been requested.

The effectiveness of leaders and managers: good

The manager registered in June 2021 and before this was the deputy manager of the home. She is very child focused and is well respected by the staff team. Staff describe her as bringing strong and supportive leadership to the home.

The home is well organised and the manager's monitoring of the home is robust. She regularly oversees practice and records to ensure consistency in all aspects of the home.

Monthly staff team meetings look at all aspects of practice throughout the home and how to develop the staff further and use their existing strengths. Staff say that they feel valued and listened to and that they appreciate the many training opportunities they are encouraged and supported to access.

Good, transparent relationships with professionals have been developed. Social workers receive detailed reports regularly and there is no delay in the reporting of any incidents. A social worker said, 'Communication is very good. The manager is exceptional.'

The manager has undertaken a review of the home. The review report is detailed and is a useful tool for development of the home. However, the manager has fallen behind in completing six-monthly reviews of the home. This does not ensure that the continuous development that the home is achieving is evidenced effectively.

The manager has met the three requirements and two recommendations that were reset at the assurance visit in October 2020.

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>The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.</p> <p>The registered person must—</p> <p>supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed.</p> <p>(Regulation 45 (1) (4)(a))</p>	28 January 2022

Recommendation

- The registered person should ensure that when a child returns to the home after being missing from care or away from the home without permission, the responsible local authority provides an opportunity for the child to have an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. ('Guide to the children's homes regulations including the quality standards', page 45, paragraph 9.30)

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: 1224093

Provision sub-type: Children's home

Registered provider: Keys BR Limited

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

Responsible individual: Zoe Tompkins

Registered manager: Nina Bozvelieva

Inspector

Lynne Drage, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
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