

1164089

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 who have complex needs and who require specialist support.

The manager registered with Ofsted in July 2019.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

We last visited this setting on 15 December 2020, to carry out a monitoring visit. The report is published on the Ofsted website.

Inspection dates: 10 to 11 November 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: 5 February 2020

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/02/2020	Interim	Sustained effectiveness
17/09/2019	Full	Good
05/09/2018	Full	Requires improvement to be good
02/10/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have begun to make progress since moving to the home. A child said, 'The staff are like family. I love it here.' The staff have a good understanding of children's past traumas and the impact of trauma on behaviours.

The children's placement plans are comprehensive and detailed. These plans work alongside the home's practice model and ensure that staff work consistently with the children. Children are involved in commenting on these plans when they are reviewed, and this helps them to understand how the staff are working with them.

Children attend regular house meetings during which a wide variety of topics are discussed. Staff use these meetings to ascertain the children's wishes and feelings. The manager responds to children's views and feeds back to the children on the decisions that are made. This helps children to feel that their views are important, listened to and acted on.

The staff actively encourage children to attend education. When children have been struggling with school, the staff have worked with providers to find an alternative education plan. This shows children that staff see education as an important part of their daily life.

The home has had some redecoration. However, children's bedrooms are not personalised and the communal spaces look bare. This does not provide children with a homely environment.

A child-friendly guide is available to children. However, the guide does not explain the day-to-day routines at the home, or how children can complain. This means that new children may not know what is expected of them during the day to support them to settle in, and may not understand how to complain.

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

The staff have had the appropriate safeguarding training and know how to report concerns. Staff know their roles and responsibilities in safeguarding children. All safeguarding concerns are reported and managed effectively.

Children have comprehensive risk assessments which support staff to understand the children's triggers and behaviours. The risk assessments are written in line with the home's model of practice, and ensure that staff are working consistently with the children.

Children have individualised missing-from-home protocols, which support staff should the children go missing. Staff actively search for children and debrief them on their return. However, children do not consistently have return home interviews with

an independent person. This means that staff may not be aware of why the children left the home.

Staff have managed some unwanted behaviours well. They consistently challenge these behaviours and reinforce boundaries. Staff have reflective conversations with the children, using the home's therapeutic model. This supports the children to explore the incidents and their feelings. These effective strategies help children to manage and discuss their feelings, and move forward in their emotional development.

The staff use appropriate sanctions. They record the reason for the sanction and the outcome. The manager evaluates the records to establish the effectiveness of each sanction. A child said that sanctions have helped her to understand what behaviours are unacceptable and the consequences of such behaviours, and this has made her think before acting. The staff also focus on children's positive behaviours.

The effectiveness of leaders and managers: good

The manager is experienced and has the qualifications to manage the home. Professionals said that she is approachable and supportive of the children.

The manager monitors the practice at the home and uses the recommendations from the independent person's report to continue to develop the home.

The staff speak openly and honestly with the children. This helps the children to understand their past traumas, and supports them to move forward.

There is a consistent and stable team of staff who know and understand the children's individual needs. Staff have regular supervisions, appraisals and staff meetings. This supports staff to work consistently with each other and the children.

The staff have undertaken the organisation's mandatory training. Staff have or are working towards a relevant level 3 qualification. Staff have undertaken training to support them to use the organisation's therapeutic practice model. This means that they have appropriate training and qualifications to work with the children effectively.

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 quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(c)(i))</p>	<p>17 December 2021</p>

Recommendations

- The registered person should ensure that the children's guide helps children to understand the day-to-day routines of the home, and informs children of how they can make a complaint. ('Guide to the children's homes regulations including the quality standards', page 24, paragraph 4.22)
- 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: 1164089

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: Ruth Gorin

Inspector

Trish Palmer, Social Care Inspector
Amanda Start, Social Care Inspector

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