

# 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 require specialist support.

The manager registered with Ofsted in July 2019.

### Inspection dates: 26 and 27 April 2022

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>good</b>
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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 November 2021

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/11/2021	Full	Good
05/02/2020	Interim	Sustained effectiveness
17/09/2019	Full	Good
05/09/2018	Full	Requires improvement to be good

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

There were three children living in the home at the time of the inspection. Children have been making progress since moving into the home. A social worker said that their child has settled in well and is engaging well with staff.

Since the last inspection, the staff team has been stable. This has led to an improvement in staff morale and has enabled children to build positive trusting relationships with staff, which were evident throughout the inspection.

The staff give good support to children who are moving into the home. A social worker said that staff visited the child before their move. The staff member gave the child photos of the house and a letter from one of the children saying that they were looking forward to her moving in. Sharing information and visiting children to prepare them for their move helps to reduce their anxiety about this big change in their life.

The staff work closely with education providers and encourage the children to attend education. Children's school attendance has improved since moving into the home, attendance is high and children are engaging well. One child is working full time, which staff have supported and encouraged.

The children are in good health. Staff support them to attend all health appointments. Children who need specific care access specialist health professionals, such as community and mental health teams.

Children attend regular house meetings and discuss a variety of topics. Staff use these meetings to obtain the children's views, wishes and feelings. The manager responds to these and lets children know about any decisions that are made as a result. This helps children to feel that their views are important, listened to and acted on. Children have been involved in choosing new decor and equipment for the home and deciding on activities that they do.

Children plan activities with staff during house meetings; they have the opportunity to go out together with staff or individually. This helps children to build relationships with staff and each other.

Since the last inspection, the house has had some redecoration in the lounge, dining room and quiet room. Children's bedrooms are more personalised. However, there is still work to be completed to ensure that the home has a warm and nurturing feel.

A child-friendly guide is available for children. However, the guide does not explain the day-to-day routines at the home. This means that new children may not know what is expected of them.

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

There have been several safeguarding concerns since the last inspection. These have been managed well. The manager worked closely with the placing authority, the safeguarding team and the police to compile a safety risk management plan for a child. A social worker said that if there are any significant incidents or safeguarding concerns she is informed. This has meant that she can speak to her child to ensure that they feel safe.

Staff regularly check with children to make sure that they feel happy and safe. If a child has witnessed behaviour from another child that has upset them, staff give them the opportunity to discuss anything that is worrying or concerning them. Children spoken with during the inspection said that they feel safe living at the home.

Staff know the children's individual risks and vulnerabilities. Children have comprehensive individual risk assessment and behaviour support plans. These are regularly reviewed and updated after an incident. Children understand their risks and triggers and work with staff to try and reduce these.

Staff actively search for children when they go missing from the home. Staff follow children's individual protocols. Children are welcomed back into the home and key-work sessions take place after each episode of a child going missing. Return home interviews are carried out by the social workers.

Sanctions are fair and proportionate. Children have individual 'happy books' in which staff record children's positive behaviours and when they have done something well. This reinforcement helps children to see that staff celebrate their achievements.

Staff challenge unwanted behaviours and reinforce boundaries. Staff support each other during incidents and make detailed records. They have discussions with children after each incident. This helps children to reflect on their behaviours and learn to manage their feelings and responses differently.

## **The effectiveness of leaders and managers: good**

The manager has been in post since 2019 and has the experience and qualifications to manage the home.

The manager has successfully challenged placing authorities when care plans were not in the best interests of the child. She attends regular meetings with other professionals to look at children's risks and the future planning to reduce these.

The staff have undertaken the organisation's mandatory training. They all hold a relevant level 3 qualification or are working towards it. A member of staff said that their induction was comprehensive and supported him to understand his role and the responsibilities of the job.

Staff receive regular supervision. Those spoken with during the inspection said that they find supervision supportive and that it helps them when working with the children. Team meetings are held regularly and support staff to work in a consistent way.

The manager informs Ofsted of serious safeguarding incidents promptly. Social workers said that they are kept up to date with any concerns and communication has improved.

The manager carries out regular monitoring checks. She uses the independent person's reports to identify patterns and trends and to evaluate the quality of care for children.

The manager has met one of the two recommendations from the last inspection. The requirement and one recommendation have been restated.

## What does the children's home need to do to improve?

### Statutory requirement

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>This requirement was raised at the last inspection and is restated.</p>	23 June 2022

### Recommendation

- The registered person should ensure that the children's guide helps children to understand the day-to-day routines of the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 24, paragraph 4.22)

### 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:** Maybrook House, Queensway, Halesowen,  
Worcestershire B63 4AH

**Responsible individual:** Zoe Tompkins

**Registered manager:** Ruth Gorin

## Inspector

Trish Palmer, Social Care Inspector

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