

2548418

Registered provider: Keys Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is one of a group of homes that make up the Cross Regional Project, which has been set up between Keys Group and four local authorities: Oxfordshire, Hertfordshire, Buckinghamshire and Milton Keynes. The home cares for up to four children who may experience social, emotional and behavioural difficulties.

The manager is in the process of registering with Ofsted and is suitably qualified for the role.

Inspection dates: 17 and 18 January 2023

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	outstanding

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

Date of last inspection: 21 September 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/09/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Two children who were resident at the last inspection have remained living at the home. One child has also moved in. Another child has been supported to move on from the home. Staff supported this child with visits to their new home and ensured that they were ready for this next step.

Children's relationships with their families are nurtured and sensitively supported to develop. For one child, this has enabled them to rebuild their relationship with their family members, who are extremely complimentary of the care their child receives and the support given to the family.

Children's progress is proudly recognised by staff. One child has made significant progress in his education by having a personalised approach to his timetable that has seen him flourish in his chosen field. This has improved his engagement and his future prospects.

Staff support children to build relationships and have normal childhood experiences. For example, one child invites a friend to the house for sleepovers.

The environment is a homely, nurturing space for children to grow up in. Children have personalised their bedrooms and are encouraged to share their views on the decor of the house.

The staff have regular key-work sessions with children. These discussions are linked to the children's therapeutic care plans, and staff can demonstrate how they use the model of care to explore children's feelings.

Staff build positive relationships with children and educate them about key issues, such as substance misuse. This has a positive impact and helps children to engage with specialist support if this is required.

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

The manager can demonstrate that effective action is taken when a safeguarding concern arises for a child. For example, an allegation made by a child was fully investigated, and appropriate action was taken to safeguard them.

Lessons have been learned following a medication error. The new manager has undertaken training and development with all staff and ensured that they have the skills and competence to manage children's medication safely. Consequently, there have been no further errors.

Comprehensive risk management plans are in place for children. These are understood by the staff and are implemented effectively to reduce known risks. All

children are making progress, and incidents are less frequent. Staff ensure that children's emotional needs are explored following times of difficulty, and they help children to reflect on how to better manage their emotions.

Staff support children to express their views during weekly meetings, and they use the time to support children's learning. For example, they develop children's awareness of topical issues and bullying.

The consequences that are used to improve children's behaviour are not always appropriate. For example, one child's contact with a friend has been stopped on occasions. This is not a restorative or proportionate action.

The effectiveness of leaders and managers: outstanding

The manager has made significant improvements to the quality of care for children. She is passionate and focused on ensuring that staff can develop their skills and that children experience exceptional care.

There are well-established and effective systems in place to monitor children's care and ensure oversight. Through the manager's commitment and tireless work to embed high standards, children are thriving.

Plans are in place to ensure that there are sufficient staff to care for children while additional recruitment is underway. These include not admitting any new children. This ensures that children already living in the home receive high-quality care from staff who put the children's needs first.

The manager ensures that staff have the necessary training for their role. All staff have a development plan with personalised targets to continue their professional development. This is linked to their annual appraisals. Progress is monitored through regular and comprehensive supervision sessions. The manager also involves children in this process.

Feedback from professionals is consistently complimentary about the manager and her staff team. Communication is strong between professionals, and feedback consistently praises the progress that children have made under the manager's leadership.

Staff are passionate and dedicated to the children. They feel supported by the strong leadership in the home. Staff demonstrate that they understand children's needs and strive for children to be successful.

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>No measure of control or discipline which is excessive, unreasonable or contrary to paragraph (2) may be used in relation to any child.</p> <p>The following measures may not be used to discipline any child—</p> <p>any restriction, other than one imposed by a court or in accordance with regulation 22 (contact and access to communications), on—</p> <p>a child's contact with parents, relatives or friends. (Regulation 19 (1) (2)(c)(i))</p> <p>In particular, the registered person should ensure that children are not prevented from seeing friends as a consequence of their behaviour and that consequences are proportionate and restorative in nature.</p>	31 March 2023

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: 2548418

Provision sub-type: Children's home

Registered provider: Keys Care Limited

Registered provider address: C/o Pinsent Masons LLP, The Soloist Building, 1 Lanyon Place, Belfast, Northern Ireland BT1 3LP

Responsible individual: Zoe Tompkins

Registered manager: Post vacant

Inspector

Sara Stoker, Social Care Inspector

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Piccadilly Gate
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