

1277552

Registered provider: Keys Specialist Residential Children's Services Ltd

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to provide care for up to two children with emotional and social difficulties as a result of past trauma and who may have mild learning difficulties.

The registered manager resigned in January 2023. A new manager has been appointed. At the time of the inspection, they had not submitted a complete application to register. However, this was received by Ofsted on 7 March 2023.

Inspection date: 2 March 2023

Date of last inspection: 18 October 2022

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The care of children

At the time of the inspection, two children were living in the home. Since the previous inspection, one child has moved in, while the other child has been living there for some time.

All children have personalised plans that clearly detail their needs. Staff understand and follow these plans well. Managers now ensure that they have all the local authority plans as required. This ensures they have the most up-to-date care planning information. Children make good progress because of the care they receive.

Both children go to school full time and are doing well in their education. Staff provide children with consistent daily routines and boundaries so that children understand the expectations on them. Staff ensure that children get to school on time, and they are familiar with the children's school life. All children's personal education plans are well understood by the team.

One child moved into the home in a carefully planned way. Managers ensured that they had all the information about the child so that they could ensure their needs were met from the start. Introductory visits were a success, where staff met the child and important people in their lives, such as carers and schoolteachers, before the child moved in. The child also visited the home to see their bedroom and to get to know the other child, the two rabbits and the staff.

Health needs of children are fully understood by the team. Children have all the necessary health appointments they require. Staff understand children's health needs well.

Children are very busy enjoying all sorts of local activities and clubs. One child attends army cadets and recently enjoyed going on camp. A holiday is planned for Easter, which the children and staff are looking forward to. These experiences enhance children's lives and create special memories for them.

Managers and staff have worked hard to improve the quality of the environment. Refurbishment work has taken place throughout, and there are further plans to improve the bathroom, kitchen and garden. The space at the end of the garden has now been cleared out and is ready for development.

The safety of children

Staff have received further training to support and enhance their knowledge in safeguarding children and identifying risks.

Managers have improved their safeguarding oversight and identify any shortfalls in practice. For example, the responsible individual recognised that staff had failed to identify a child who had made an allegation and failed to act to report this in a timely way. The responsible individual took action to address this, to report as required and to develop the staff team to prevent this from reoccurring.

Staff are now a lot more alert to any incidents of bullying. They have a better understanding about what bullying is and support children to overcome any conflict they may have with one another. Staff also monitor any incidents that may occur outside of the home and work with other professionals to ensure that information is quickly shared and acted on. In addition, the therapy team provides good support and advice to staff regarding bullying.

There are very few serious incidents and, generally, children are settled. When children need extra support with their emotions, staff are there for them and understand how best to support them. Staff have quickly acted on concerns shared from school for one child and are working closely with all the relevant professionals.

Managers have updated the review of the premises since the previous inspection, and this now has sufficient information.

The effectiveness of leaders and managers

The registered manager resigned in January 2023. A new manager has been appointed from within the organisation who knows the home well. While Ofsted did not have a complete application to register from this manager at the time of inspection, this was received very soon afterwards on 7 March 2023. Therefore, no requirement has been made about this.

Managers have taken sufficient action to improve since the previous inspection. Staff say that the home is settled and that they feel supported by the responsible individual and the new manager. All previous requirements are met, and no new requirements have been raised at this inspection.

The responsible individual has worked hard with the manager and deputy manager to improve their monitoring and oversight. This has helped them to better understand children's experiences and identify any shortfalls or actions to improve. This is having a positive impact on the leadership of the home and quality of care. For example, on the day before the inspection, leaders delivered training to the team on areas of development in recording and reporting, which they had identified as a training need.

Staff training is now all up to date. Training is specific to support staff in meeting the needs of children living in the home. Managers quickly identify when staff need further training and ensure this is booked in advance to avoid any delay.

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|------------------------|------------------------|---------------------------------|
| 18/10/2022 | Full | Requires improvement to be good |
| 26/10/2021 | Full | Good |
| 28/01/2020 | Full | Good |
| 04/12/2018 | Full | Good |

Children's home details

Unique reference number: 1277552

Provision sub-type: Children's home

Registered provider: Keys Specialist Residential Children's Services Ltd

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

Responsible individual: Dale Berry

Registered manager: Post vacant

Inspector

Nicola Lownds, Social Care Inspector

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