

1247491

Registered provider: Keys Group Progressive Care & Education Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care for up to four children who may have learning disabilities. The home is privately owned and managed.

The registered manager post has been vacant since 9 June 2022.

Inspection date: 28 March 2023

Date of last inspection: 14 December 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

There are three children currently living in this home. The children are making good progress in their health and education. Staff ensure that children's educational targets are incorporated into their daily living plans at the home. This is helping children to make progress.

Children's views, wishes and feelings are now gathered on a regular basis, and these are now included in their care records. Staff use picture symbols and short stories describing social situations in the direct-work sessions with children to help them understand any changes to their care. As a result, children can influence the care that they receive.

Children's plans are now regularly read and signed by the staff team. This ensures that staff understand when plans have changed and fully understand the children's current needs.

Staff help children to maintain family time with the people who are important to them. Staff often accompany families on activities within the community. This promotes the children's emotional health and well-being.

Good transition plans show how staff have researched adult placements for children who are nearing adulthood. Staff have challenged local authorities when identified services could not meet a child's needs. They also provide a clear picture of the child's needs to ensure that the new service understands the child's vulnerabilities.

The safety of children

Staff have established good relationships with the children. There have been no incidents of physical restraint as staff use diversion techniques to manage incidents. Staff regularly help children to reflect on their behaviour and give them opportunities to reflect or make different choices. Therefore, children are helped to communicate their feelings appropriately. Likewise, children have not been reported missing from the home.

Leaders and managers take robust action in response to allegations. This includes the involvement of external safeguarding professionals. This helps to resolve issues quickly and improve care practices.

The manager carefully considers children's risks and vulnerabilities. Children's risk management plans clearly detail strategies to manage risks safely. This supports staff in keeping children safe.

The manager takes swift action when there is a complaint. This helps to resolve issues quickly and prevent reoccurrences. In addition to this, children are advised of the outcome and can influence the care that they receive.

Children now receive their medication in line with their prescription. Each child has a separate medication cabinet, and records of the administration of medication are clear. In addition to this, the staff team and managers have undertaken bespoke training in medication.

The effectiveness of leaders and managers

The registered manager resigned from this service in June 2022. An interim manager applied to register with Ofsted. However, they resigned from the post in October 2022. The leadership team took quick action in recruiting an experienced and qualified manager.

Staff now receive regular supervision, and all staff have had an annual appraisal. This means that staff practice is regularly reviewed, and they have the opportunity to discuss their development. Staff said that they can talk openly with managers.

The leadership and management team ensures that staff receive relevant training to meet the specific needs of children. The team reviews staff training and discusses this with staff as part of their supervision and within team meetings.

External monitoring of the home is good. Managers say that any recommendations are acted on quickly to help improve the service. However, the manager's review of the quality of care report has not been sent to Ofsted within the relevant timescale. This reduces the regulators oversight of the service.

The managers have met the requirements and recommendations made at the last full inspection. This has improved the care and support for children.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/12/2022	Full	Requires improvement to be good
18/01/2022	Full	Good
30/07/2019	Full	Good
29/11/2018	Full	Good

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, the 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>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the quality of care provided for children;</p> <p>the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and</p> <p>any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.</p> <p>After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report").</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; and</p> <p>make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.</p> <p>The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5))</p>	28 April 2023

Children's home details

Unique reference number: 1247491

Provision sub-type: Children's home

Registered provider: Keys Group Progressive Care & Education Limited

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

Responsible individual: Lisa McCloskey

Registered manager: Post vacant

Inspector

Pam Nuckley, Social Care Regulatory Inspector

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