

1226266

Registered provider: Keys KIN Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned by a national provider. It provides care for up to six children with social and/or emotional difficulties. There are five children currently living in this home.

The manager has been registered with Ofsted since 2016.

Inspection dates: 14 and 15 June 2023

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 26 September 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/09/2022	Full	Good
08/06/2021	Full	Good
03/12/2019	Interim	Declined in effectiveness
21/08/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children have enjoyed long and stable placements in the home. Children and staff have built secure, trusting and extremely positive relationships. Staff are exemplary role models to children. Children speak affectionately about the care that they receive and the devoted staff that care for them.

Children benefit from positive, empathetic and supportive relationships between each other. Inspectors saw genuine, encouraging and caring interactions between the children. Children said, 'It feels like a family,' and 'I love it here.'

All the children have made considerable progress from their starting points. Nurturing staff support children to understand their life experiences. As a result, children have engaged with professionals to improve their life chances.

Committed staff invest time and offer practical support to the children. Children have developed life skills. Excellent planning and collaboration with the local authority promote positive moves into adulthood.

Children are provided with plentiful opportunities to explore their wishes and feelings. Creative and committed staff support children to understand their thoughts and feelings. Regular, planned and child-focused conversations help children to learn skills and strategies. These strategies positively support the children's mental health, well-being and development.

All children have continued to engage in education. The staff's 'can-do' attitude and belief in children to succeed have enabled older children to gain employment.

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

Staff have an excellent understanding of the risks that children face. Previous risks relating to children going missing from home have reduced completely. Children do not go missing from home and have developed skills to stay safe in the community.

Children understand the rules of the home. They respond well to the clear and consistent boundaries set by staff. Children re-enforce the home's rules with each other, and staff work well together to review these regularly. These reviews ensure that the children feel listened to and can take age-appropriate risks when away from the home.

Staff use positive approaches to support children's behaviour. Physical intervention has not been used in the home since the last inspection. Staff focus on positive rewards for children and therefore do not use consequences.

Staff respond to children's health needs extremely well. Staff ensure that children receive the help that they need with any specific health conditions. Staff manage medications well and store them safely. When there has been a medication error, managers reflect on this with staff. When needed, further training is provided.

Experienced staff ensure that children access any necessary specialist support. Staff understand the reasons behind self-harm and sensitively manage this. Consequently, incidents when children harm themselves have reduced significantly.

Children live in a safe environment. Health and safety processes are effective. When the house was struck by lightning, staff acted promptly and followed the home's business continuity plan. Children were kept safe due to the competency of the staff.

The effectiveness of leaders and managers: outstanding

The manager has a wealth of experience and truly embodies the ethos of the home. She inspires her staff and is a fantastic role model to the children. The manager has an unrivalled understanding of the children and the progress that they have made in the home.

Two highly skilled deputies support the manager. As a team, they use their strengths to have excellent oversight of the quality of care in the home.

Staff consistently report that they are extremely well managed and supported. They have regular supervision of a high quality, and they receive regular feedback on their performance. Staff are supported to develop their skills and are highly trained to meet the needs of the children.

Staff work well as a team. They report that the home is a fantastic place to work. They feel valued and refer to the people in the home as a family. Staff are invested in the children, and they are motivated by the children's successes. Staff know the ethos of the home and use the model of care that is developed from research to build strong relationships with the children.

The staff and managers work exceptionally well with partner agencies. Effective communication between the local authority and managers ensures that the children have the highest standard of care. A grandparent of a child said, 'The manager is fabulous, and the team are excellent.'

The manager knows the home's strengths and weaknesses well. There are development plans in place to further improve the quality of care provided. However, the written quality of care reviews do not always have the most up-to-date information. This has had no impact on the development of this service.

Generally, records for children are written to a very high standard. However, Inspectors found that staff do not always sign to evidence that they have read risk

assessments when they have been reviewed. However, there is no impact on children as staff have an excellent understanding of their needs.

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.

Recommendations

- The registered person should ensure that the review of the quality of care enables the registered person to identify areas of strength and possible weakness in the home's care, which will be captured in the written report. The report should clearly identify any actions required for the next six months of delivery within the home and how those actions will be addressed. The whole review process and the resulting report should be used as a tool for continuous improvement in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.4)
- The registered person should ensure that staff continually and actively assess the risks to each child and the arrangements in place to protect them. The registered person should ensure that all staff have read the plans to reduce the risks for children. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)

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: 1226266

Provision sub-type: Children's home

Registered provider: Keys KIN Ltd

Registered provider address: Part 2nd Floor, Maybrook House, Queensway,
Halesowen, Worcestershire B63 4AH

Responsible individual: Michelle Callard

Registered manager: Linda Palfrey

Inspectors

Mark Dawkins, Social Care Inspector
Jill Sephton-Wright, Social Care Inspector

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