

1277552

Registered provider: Keys Specialist Residential Children's Services Ltd

Full 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 manager registered with Ofsted in July 2023.

Inspection dates: 1 and 2 August 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 good

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

Date of last inspection: 18 October 2022

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

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

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, two children were living in the home. One child has lived in the home for four years, the other has lived in the home for over six months. Since the last inspection, the manager and staff have taken action to improve practice to ensure children are safe and have positive experiences.

The home is warm and welcoming and reflects a nurturing family environment. Photos of children taking part in activities and craftwork and memorabilia created by the children are displayed throughout the home. This creates a positive home environment where children's achievements are celebrated. Children's bedrooms are decorated and personalised according to their interests and desires. This gives children a sense of belonging and pride.

During this inspection, warm and humorous interactions between the children and staff were observed. Children feel loved and nurtured by staff who know them well.

Staff are committed to promoting children's education. Children have good attendance and they are making progress with their school curriculum. Staff work in partnership with children's schools. They support children with their homework, attend all meetings and support children to meet education targets. This helps to reduce barriers to children's learning and enables children to progress and achieve at school.

Children are in good health and they make progress physically and emotionally. Staff work in partnership with specialist agencies to support children's emotional health. The multi-agency approach means that children's needs are responded to effectively. Staff seek specialist help when necessary and carry out research to help meet the specific needs of the children they care for. Staff educate children with key-work sessions based on a range of issues, such as understanding emotions, puberty and relationships. As a result of this individualised care, children's all-round health needs are met to a good standard.

Children enjoy a range of activities at the home and in the local community. For example, one child attends army cadets. Children have also been on a caravan holiday. These experiences enhance children's lives and create special memories for them.

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

Staff and the manager understand the risks to each child and there are suitable risk management plans in place to address these. Risk management plans and risk assessments for children are clear and individualised. Staff take a proactive approach to implementing and responding to the guidance and actions set out in these plans.

Staff are professionally curious and vigilant about any new risks. They quickly share any safeguarding concerns with relevant agencies, including Ofsted. They participate in multi-agency meetings and implement agreed strategies. This approach prevents children's behaviours from escalating and supports children to make better choices.

The manager and staff have regular consultations with a clinical psychologist. These sessions are used to improve care planning and have been effective in improving the care that staff provide to children. The consultations help staff to understand children's behaviours, to inform their care practice. Staff follow the principles of restorative practice. This creates a settled and nurturing environment where children feel safe and can thrive.

There has been a decrease in the number of allegations made by children about staff during this inspection period. The manager takes a proactive response, ensuring that children's welfare and safety are at the centre of safeguarding investigations. Managers have strong oversight of all incidents in the home. As a result, children are kept safe, and allegations are taken seriously. The manager liaises appropriately with the local authority designated officer, sharing with them all incidents involving concerns about staff practice or allegations.

Bullying or challenges in peer relationships in the home are responded to promptly. The manager regularly reviews the risk of bullying between children and puts measures in place to reduce these risks. Staff proactively follow children's plans to address concerns. Staff have also used a creative approach and strategies to promote safe and healthy relationships between the children in the home. Staff use planned sessions to educate children on group living and to promote positive behaviours. Staff also use shared interests and hobbies to promote and maintain positive relationships between the children. The efforts by staff have been effective, as incidents between children have significantly reduced.

Since the last inspection, there has been a reduction in the use of restraint. Restraint is used as a last resort. Records are clear and meet regulation. The manager reviews all incidents and carries out debriefs with staff and children promptly. This ensures that children's views are considered and that staff practice is reviewed.

The effectiveness of leaders and managers: good

The manager has been in day-to-day charge of the home since December 2022. He is an enthusiastic, experienced and child-centred practitioner. The manager and deputy managers have worked to make positive improvements and change the culture in the home. For example, managers challenge language used by staff that does not follow the home's therapeutic approach.

Staff morale is good. One member of staff told the inspector, 'The manager is personable and approachable, and we benefit from his ongoing support.'

There is a stable and suitably qualified staff team in the home which provides continuity of care for children. Staff are committed to providing high-quality, warm and nurturing care.

Managers are proactive in developing staff and responding to training needs. The manager ensures that staff have a personal development plan which identifies their personal aspirations. The managers have implemented additional training to ensure staff are providing the best care to children. This includes staff accessing resources relevant to the children's needs, such as from podcasts, online platforms and a range of external agencies.

Staff receive regular child-centred supervision sessions which provide them with the opportunity to reflect on practice and their development.

The manager has established good connections with partner agencies. External professionals are positive about the communication with the staff team and about the care provided for the children.

The statement of purpose clearly demonstrates the aims and objectives of the home. This helps parents or placing authorities to have a clear understanding of the service's aims. However, the manager did not send a revised version of the home's statement of purpose to Ofsted within the appropriate timescales.

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

- The registered person should keep the statement of purpose under review and ensure the updated document is sent to Ofsted within 28 days of being revised. ('Guide to the Children's Homes Regulations, including the quality standards', page 14, paragraph 3.5)

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: 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: Gemma Moore

Registered manager: Ryan Dubois

Inspectors

Nateisha Cardoza-Evans, Social Care Inspector
Marianne Grandfield, Social Care Inspector

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