

1247773

Registered provider: Keys Group Progressive Care and Education Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run and managed by a large private company.

The provider states in its statement of purpose that it provides care for up to seven children who may have learning disabilities.

Four children were living in the home at the time of the inspection.

The manager has applied for registration with Ofsted.

Inspection dates: 27 and 28 September 2023

Overall experiences and progress of children and young people, taking into account requires improvement to be good

How well children and young people are helped and protected requires improvement to be good

The effectiveness of leaders and managers requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 21 March 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/03/2023	Full	Good
19/01/2022	Full	Good
12/02/2020	Full	Good
10/10/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The four children living in the home are settled. They were observed as being happy and relaxed in the home. Each child is supported by a consistent and established member of staff. The staff have developed relationships with the children, and they know them well. However, a significant number of staff have not undertaken training to provide the model of care that is reported to be delivered in the home to all children. This is specifically in relation to training to fully meet children's communication needs.

Children's physical health needs are met. Staff support children to attend medical appointments. Staff are proactive in seeking medical advice when issues arise. However, children's records are not updated following medical reviews or when there is a change to a child's health needs. This is a missed opportunity to maintain a full and detailed health record for each child.

Staff understand the children's individual communication difficulties and needs. One child has been provided with a communication aid from school. This has improved his ability to communicate. However, not all staff have undertaken the required training to communicate with the children in line with their preferences and abilities. Furthermore, systems are not in place to support children to make complaints or gain access to an independent advocate. This means that there is no formal process in place for children to express any concerns in line with their individual level of understanding and ability.

Children's records do not demonstrate that meaningful work is being carried out with them on a regular basis, and records do not reflect children's lived experiences. The quality of recording of work carried out is inconsistent among the staff team. It is positive that the manager has identified this as a learning need for the staff team.

All children attend school on a full-time basis. They are settled in their school placements and are reported to enjoy school. Regular communication between the staff and education providers means that children receive consistent care at home and school.

Children are supported to spend time with their family safely and in line with their plans. Family members are welcomed into the home to spend time with children. Staff support families to implement strategies so that the children receive a consistent level of care. Staff support children to enjoy new activities and experiences and arrange days out and holidays in line with their preferences.

How well children and young people are helped and protected: requires improvement to be good

Since the last inspection, there have been several changes to the staffing and management in the home. However, as the established staff have maintained positive relationships with the children and work alongside newer members of the team, this has not disrupted children's routines.

Established staff know the children's risks and vulnerabilities and provide the children with warmth and encouragement. However, children's risk assessments and behaviour support plans are not reviewed or updated on a regular basis. Managers have not ensured that assessments and plans are accurate and up to date and include all relevant information. Consequently, agency staff or those new to the home do not have access to information that they need to safely support each child's individual care needs.

Personal emergency evacuation plans are in place for the children in the event of a fire. These include clear guidance for staff to support children to evacuate the building. However, staff do not complete regular fire drills with children. This could impact on children evacuating the home safely.

Staff de-escalate incidents of challenging behaviour. However, behaviour support plans do not identify clear strategies for staff to use when physical intervention is required in line with children's physical needs.

There are significant delays in leaders and managers reviewing some incidents and providing debriefs to staff and children who have been involved. This means that there is a lack of oversight of staff practice and assurance of the well-being of staff and children. Furthermore, debriefs are not carried out with children who are victims of violence or aggression during incidents. This is a missed opportunity to review and monitor care practices in the home.

The effectiveness of leaders and managers: requires improvement to be good

The home is managed by a suitably qualified manager who has applied for registration with Ofsted. He is supported by two deputy managers. Since working in the home, the manager has identified several areas for improvement. Action has been taken to improve the physical environment of the home and there are further plans in place to ensure that the home is homely.

There have been several changes to the staff team since the last inspection and recruitment for new staff is ongoing. This will ensure that there is a stable staff team in place.

Since the last inspection, there have been delays in staff accessing the level of training required to meet the children's individual needs. This means that not all

staff have the specialist training required to meet the children's complex needs and disabilities. This requirement is repeated.

Managerial oversight of incidents is not timely, and managers do not review children's records. This means that there have been delays in the monitoring and evaluation of the care being provided to the children. Furthermore, not all staff have signed to evidence they have read children's care documents and assessments. This means that the manager cannot be assured that staff are delivering care to the children in accordance with their plans.

When issues with staff practice have been identified, appropriate action has been taken to address these. Changes to the rota system promote improved communication and working relationships between the team.

Staff spoken to say that they feel well supported by managers and leaders. Support has been provided to promote staff well-being and maintain positive relationships with the children. Staff attend regular supervision sessions and team meetings. Guest speakers are invited to improve practice through discussions about individual children.

What does the children’s home need to do to improve? Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child;</p> <p>that the home’s day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(b))</p> <p>Specifically, ensure that children’s records are regularly reviewed and updated, including after incidents have occurred. This will ensure that information is accurate and up to date.</p>	<p>10 November 2023</p>
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children’s home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home’s statement of purpose;</p> <p>ensure that staff work as a team where appropriate;</p>	<p>10 November 2023</p>

<p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(h))</p> <p>In particular, the registered person must ensure that staff have appropriate training to meet the individual needs of the children and that staff have the required training to be able to deliver the positive behaviour support model of care.</p> <p>The registered person must ensure that there are systems in place to monitor and review staff practice and ensure that children’s records are reviewed, maintained and understood by staff.</p> <p>This requirement is repeated in respect of staff training.</p>	
<p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the name of the child;</p> <p>details of the child’s behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure (“the user”), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p>	<p>10 November 2023</p>

<p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so (“the authorised person”)—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))</p>	
<p>Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children. (Regulation 39 (1))</p>	<p>10 November 2023</p>
<p>The registered person must maintain records (“case records”) for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child;</p> <p>are kept up to date; and</p> <p>are signed and dated by the author of each entry. (Regulation 36 (a)(b)(c))</p>	<p>10 November 2023</p>
<p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>meet each child’s behavioural and emotional needs, as set out in the child’s relevant plans;</p> <p>encourage each child to take responsibility for the child’s behaviour, in accordance with the child’s age and understanding;</p> <p>help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;</p> <p>communicate to each child expectations about the child’s behaviour and ensure that the child understands those expectations in accordance with the child’s age and understanding. (Regulation 11 (2)(a)(i)(iii)(iv)(v))</p>	<p>10 November 2023</p>

<p>Specifically, the registered person must ensure that regular meaningful work is carried out with children and that there is consistency in how this information is recorded.</p>	
<p>After consultation with the fire and rescue authority, the registered person must—</p> <p>ensure, by means of fire drills and practices at suitable intervals, that persons working at the home and, so far as reasonably practicable, children are aware of the procedure to be followed in case of fire. (Regulation 25 (1)(d))</p>	<p>10 November 2023</p>

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: 1247773

Provision sub-type: Children's home

Registered provider: Keys Group Progressive Care and Education Limited

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

Responsible individual: Lisa McCloskey

Registered manager: Post vacant

Inspector

Claire Hobbs, Social Care Inspector

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