

# 2548418

Registered provider: Keys Care Limited

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 four children who experience social and emotional difficulties. There were three children living in the home at the time of the inspection.

The manager has been registered with Ofsted since March 2023.

### Inspection dates: 3 and 4 January 2024

<b>Overall experiences and progress of children and young people, taking into account</b>	<b>good</b>
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	outstanding
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The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 17 January 2023

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/01/2023	Full	Good
21/09/2021	Full	Good

## **Inspection judgements**

### **Overall experiences and progress of children and young people: good**

Children have made good progress from their starting points because they benefit from stable and consistent care by dedicated staff.

Staff demonstrate a sound understanding of children's individual strengths and vulnerabilities. These are reflected in comprehensive plans, which are updated when children's needs change.

Staff support children to improve their life skills through key-work sessions and the use of a range of learning resources. The activities are enjoyable for children, and they help them learn how to live more independently in the future.

Children build trusting relationships with staff. All children can identify preferred staff from whom they seek support and advice when they need it..

Children are supported to learn about diversity and are encouraged to explore and develop a sense of their own identity. There is a diverse staff team, and this contributes to the promotion of equalities and to children's understanding of a range of cultures and identities.

Most children are attending and achieving well in education. One child is not currently engaging in education. The registered manager has proactively advocated for a bespoke education package to be put in place.

Children's wishes and feelings are valued and incorporated into all aspects of the way the home is run. Children's wishes are clearly recorded throughout their care and support plans. There are plans to enhance this further with the creation of 'positive experience folders' to create a record of their time at the home.

The health needs of all children are well supported. Specialist help has been provided to children where this is needed to improve their health outcomes. The staff team works well with a range of external professionals to ensure that children receive the help they need.

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

Children are kept safe and protected from harm. All children have lived in the home for a significant amount of time. This contributes to a sense of stability and belonging for them.

Children's plans provide detailed information about their risks and emerging concerns. Consequently, staff are clear about the actions they should take in response to safeguarding concerns.

When children go missing from the home, staff follow clear protocols and work well with other safeguarding agencies to establish the children's whereabouts. When children are found, staff are curious and seek to understand what led to them being missing from the home. This is with the intention of reducing the risk of a recurrence.

Children are encouraged to take risks in accordance with their age. Free time is encouraged and supported where appropriate. The staff team supports children to reflect on their day-to-day choices and provides clear advice and boundaries in response to children's behaviour.

Staff use a range of consequences to support children to learn from their mistakes. The staff approach is restorative, which promotes good relationships between staff and children. The management team reviews the effectiveness of consequences and challenges their use when necessary.

New staff are suitably vetted. Managers scrutinise applicants' reasons for leaving previous roles with children and vulnerable adults to gain a full understanding of their previous employment history.

The physical environment is safe and well maintained. Children's bedrooms are personalised to reflect their talents and interests.

### **The effectiveness of leaders and managers: outstanding**

The management team is aspirational and committed to ensuring the best outcomes for children.

Leaders and managers demonstrate strong advocacy for children and a clear focus on ensuring their needs are recognised and met. As a result, children benefit from a wide range of support services, and this helps them to thrive.

Staff receive supervision and appraisals at agreed intervals. Staff are highly complimentary about the support they receive from the management team.

Staff receive a range of training to support them to provide good-quality care. The registered manager arranges specific training for staff to ensure they have the skills they need to meet the needs of the children they are looking after.

Children's records demonstrate excellent oversight by the management team. Leaders and managers ensure that children's plans are regularly updated, and there is a proactive culture to ensure children's emerging needs are addressed.

Leaders and managers think very carefully about the household dynamics before making decisions about moving new children into the home. There is a clear focus on maintaining stability and security for children.

The registered manager routinely challenges other agencies to ensure that children receive the right support. While prospective support is being explored, the registered manager ensures that children receive high quality support through key-work sessions and careful planning. This has a direct impact on children's overall positive progress.

The management team welcomes the input of the staff team when considering changes to processes and adaptations within the home. Consequently, morale in the team is good and staff work very well together. Communication between the staff is a particular strength.

## **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:** 2548418

**Provision sub-type:** Children's home

**Registered provider:** Keys Care Limited

**Registered provider address:** C/o Pinsent Masons Llp, The Soloist Building, 1 Lanyon Place, Belfast, Northern Ireland BT1 3LP

**Responsible individual:** Zoe Tompkins

**Registered manager:** Rachel Smith

## Inspector

Ashley Edwards, Social Care Inspector

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