

# 1247773

Registered provider: Keys Group Progressive Care & Education Limited

Assurance 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 and provides care for up to seven children who may have learning disabilities. At the time of the inspection, four children were living in the home.

The manager registered with Ofsted in November 2023.

The inspector was aware during this inspection that a serious incident that occurred at the setting since the last inspection is under investigation by the appropriate authorities. While Ofsted does not have the power to investigate incidents of this kind, actions taken by the setting in response to the incident were considered alongside other evidence available at the time of the inspection to inform the inspector's judgements.

**Inspection date:** 27 February 2024

**Date of last inspection:** 27 September 2023

**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.

Since the last inspection, the same four children have remained living at the home. They receive individualised, nurturing care from staff, which results in positive and trusting relationships. Staff know the children well and are therefore quickly aware if they need additional emotional support. One social worker said, '[Name of child] has made so much progress; he is less anxious and is learning more language skills.'

Children make good progress, supported by the staff who care for them. For example, children are encouraged to use symbols and speech sounds, in line with their relevant plans. As a result, children continue to make progress in their communication and language skills.

Since the last inspection, the provider has used support from the positive behaviour support lead. Their guidance has supported staff development and the inclusion of detailed strategies in children's risk management plans, with the aim of supporting children to keep themselves and others safe. The strategies are tailored to meet the needs of individual children. This approach reduces the risks in children's lives and helps them when they are struggling with their emotions.

Staff only hold children as a last resort to keep everyone safe. The quality of the recording of these physical interventions has been improved. Children and staff receive a timely opportunity to talk about what has happened. The manager reviews all incidents, and these reviews consider the support for children and guide staff in good practice. This approach shows that the manager is actively involved in assessing and reviewing practice with a view to improving outcomes for the children and the practice of members of staff.

Staff have received training to support children's communication needs, including communicating with them in their preferred methods. A staff member who completed the training said that they found it very helpful and felt it increased their understanding of their role expectations. This training is part of the response to shortfalls identified during the full inspection.

Staff are trained in safeguarding children. However, there has been an instance where concerns about a staff member's conduct arose, and staff failed to follow the whistle-blowing policy in a timely way. Managers responded once alerted; however, the incident was not reported promptly to the local authority designated officer or Ofsted. There remains an ongoing investigation into the matter.

Leaders and managers accept that the team is still developing. The manager has introduced systems to ensure that all staff are aware of any changes to children's plans. The manager and staff are keen to continue to learn and develop, and they want to offer an excellent level of care to their children.

In respect of the requirements raised at the last inspection, these have been met.

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
27/09/2023	Full	Requires improvement to be good
21/03/2023	Full	Good
19/01/2022	Full	Good
12/02/2020	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 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; and</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>are familiar with, and act in accordance with, the home’s child protection policies. (Regulation 12 (1) (2)(a)(i)(v)(vii))</p> <p>In particular, the registered person must ensure that staff understand the home’s policy on whistle-blowing and their role and responsibilities in relation to whistle-blowing.</p>	<p>29 March 2024</p>
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>a child protection enquiry involving a child —</p> <p>is instigated; or</p> <p>concludes (in which case, the notification must include the outcome of the child protection enquiry); or</p>	<p>29 March 2024</p>

there is any other incident relating to a child which the registered person considers to be serious.  
(Regulation 40 (4)(c)(d)(i)(ii)(e))

In particular, the registered person should have a system in place so that all serious events are notified within 24 hours to the appropriate people.

## Children's home details

**Unique reference number:** 1247773

**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:** Christopher Landry

## Inspector

Jennifer Quest, Social Care Inspector

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