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

The home registered with Ofsted in June 2018 and provides care for up to 2 children.

At the time of this inspection, 2 children were living at the home.

The manager registered with Ofsted in July 2023.

Inspection dates: 24 and 25 February 2026

Overall experiences and progress of children and young people, taking into account	**outstanding**
How well children and young people are helped and protected	good
The effectiveness of leaders and managers	outstanding

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: 8 October 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/10/2024	Full	Outstanding
01/08/2023	Full	Good
18/10/2022	Full	Requires improvement to be good
26/10/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children experience significant stability living in the home. One child has lived in the home for almost 7 years and another for 3 years. Managers have a thorough understanding of each child's needs. This depth of knowledge informs exceptionally well-planned care, supported by the insight and guidance of the home's clinical team.

Children receive high-quality care from staff who help them make remarkable progress and achieve significant successes in their lives. For example, managers and staff have provided extensive and focused support to help one child pursue their aspiration to join the Armed Forces. A proactive and persistent approach helped the child increase their fitness and learning to enhance their application outcome. Alongside this, managers have advocated strongly for the child to support their application. This has undoubtedly enabled the child to reach their career goal successfully.

Children attend suitable education provisions, and they have achieved qualifications. Managers have strong relationships with education providers to ensure that each child receives the support they need to progress. For example, when one child's needs increased at school, staff used a proactive and collaborative approach, which successfully prevented the need for the child to move schools and has reduced the likelihood of future police involvement.

Staff invest significant and meaningful time with the children to help them develop the skills needed for greater independence. One child described living in the home as 'good' and said that the adults looking after them are 'doing a good job'. Children's views are at the centre of practice and directly inform care planning. For instance, staff act on children's views regarding family time arrangements. A child's social worker said that the home is 'exceptional' at promoting and supporting these arrangements.

Children have access to a wide range of positive activities that reflect their interests. Children enjoy holidays and go-karting sessions, and they attend cadet groups. Photos and achievement certificates are collated to help children build their life story. The trusted and nurturing relationships children develop with staff contribute significantly to their ongoing progress.

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

Staff support and protect children well. They talk to children about the issues that affect their lives and help them overcome them. As a result, risks are reduced, and incidents are rare.

Children rarely go missing from the home. On the two occasions when one child went missing for short periods, staff acted promptly to locate the child and encourage them to return home safely. Following incidents, staff increase safeguarding measures in line with

any concerns for the child's emotional wellbeing. Staff's approaches to reduce risk are effective. There have been no children reported missing for over 12 months.

Staff have not had to use physical interventions over a sustained period. Staff use strategies to help children relax. A consistent approach helps children learn how to manage their emotions before incidents escalate.

Since the previous inspection, there have been no financial reparations implemented. Children receive consequences that are restorative in nature. For instance, staff invest time with the children to repair any damage together.

Staff support children in taking risks appropriate to their age and development. For example, a step-by-step approach has helped a child spend safe time with their friends in the community. However, some areas of the home environment have not been sufficiently reviewed to ensure that restrictions, such as knives locked away and window restrictors, are proportionate and do not unnecessarily limit the children's developing independence.

Generally, children are healthy. Staff promote healthy routines and help children learn how to manage their self-care needs. However, the assessment and support required to help a child manage their over-the-counter vitamins have not been implemented in line with their growing independence.

Children have not raised any complaints or allegations since living at the home.

Recruitment systems are effective and reduce the risk of unsuitable individuals working at the home.

The effectiveness of leaders and managers: outstanding

A dedicated, experienced and qualified registered manager leads the home. They provide highly effective planning that guides the exceptional care delivered to children. Their professional development informs this care to ensure that children continue to make outstanding progress. They advocate strongly for children. This is a strength of the home.

An experienced deputy manager supports the home. They, and the registered manager, provide strong and visible direction to staff. They lead by example. Staff describe a strong leadership team that is supportive and approachable.

Research-informed practice underpins practice at the home. For example, a management methodology is used to make small changes over time to drive improvements in practice and support children's progress. Additionally, the registered manager has completed specific therapeutic training to inform the care delivered to children. Staff are confident in applying their learning and training to enhance children's care and experiences. All staff have achieved qualifications within the expected timescales, and many demonstrate

motivation to extend their learning to continually improve the care offered to children and to progress professionally.

Systems to monitor the children's development and progress are highly effective and supported by the home's clinical team. Any emerging needs are identified swiftly, and robust targeted support is implemented. This ensures that children make consistently strong and sustained progress.

Management oversight is evident across records. Supervision and team meeting records are detailed. They demonstrate a relentless focus on children's needs and continuous improvement in practice.

Feedback received is extremely positive about the home and highlights strong relationships developed with children and high-quality care that drives their exceptional progress.

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

- The registered person should ensure that any decisions to limit a child's access to any area of the home and any modifications to the environment of the home are only made when it is intended to safeguard the child's welfare. All decisions should be informed by a rigorous assessment of that individual child's needs, properly recorded and kept under regular review. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.10)
- The registered person should ensure that children who wish to keep and take their own medication receive the support they need to do so safely. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.16)

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: Keys Group, Maybrook House, Third Floor, Queensway, Halesowen B63 4AH

Responsible individual: Gemma Moore

Registered manager: Ryan Dubois

Inspector

Louise Bacon, Social Care Inspector

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