

1260700

Registered provider: Brythan House Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home. It is registered to provide care and accommodation for up to four children with emotional and/or behavioural difficulties.

The post of registered manager is currently vacant. The registered manager has submitted her voluntary cancellation form for Ofsted to review. The deputy manager is acting as the interim manager.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020. We last visited this setting on 9 June 2021. The report is published on the Ofsted website.

Inspection dates: 4 to 5 August 2021

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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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: 9 June 2021

Overall judgement at last inspection: Inadequate

Enforcement action since last inspection:

Following the inspection in June 2021, a compliance notice was issued to improve the leadership and management of the home. The compliance notice has now been addressed.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/06/2021	Full	Inadequate
18/11/2019	Interim	Declined in effectiveness
03/07/2019	Full	Good
22/11/2018	Interim	Sustained effectiveness

Inspection judgements

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

This home requires improvement because policies do not always provide good information for staff and, therefore, do not help staff to deliver high-quality care or keep children safe. In addition, children have been allowed to walk along a potentially dangerous road without full consideration of the risks. The manager reviewed this practice during the inspection, and children now either get the bus or are driven in a car instead of walking along this stretch of road.

Despite these shortfalls, children are making clear progress during their time at the home. They are doing well at school and are growing in confidence as a result. They value their education and work hard to achieve good exam results. Children become safer because they go missing much less frequently as they settle into the home. Staff are good at recognising and celebrating children's achievements. This also increases children's confidence and self-esteem.

Children enjoy being at this home and get on well with each other and the staff. There is a warm, happy atmosphere in the home. Children are settled and looking forward to the future. Children are making plans to move on to semi-independent living, back to their family home or into a fostering placement. Staff provide children with strong support, listening carefully to their views and helping them to achieve their objectives.

Children like their bedrooms, which are highly personalised. The environment is homely, clean and safe.

Children's hobbies and interests are encouraged. For example, children go to dance classes and horse riding lessons. They enjoy showing off their newly acquired skills to staff and often involve them in karaoke and dance. Staff happily join in.

Children are encouraged to practise their independent living skills. For example, they help to cook, clean and do their own laundry. As they learn new skills, they take increasing pride in their environment. One child very proudly showed off her spotlessly clean and tidy bedroom.

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

Safeguarding policies are confusing in places. Therefore, they do not provide staff with clear, good-quality information about how to keep children safe. For example, confusing information about how staff should report concerns means that they might not respond appropriately in the event of a concern.

Some of the children's individual risk assessments are of poor quality. Although risks are identified in these documents, the information recorded does not always reflect the level of risk accurately. There is a lack of detail about strategies to mitigate risks. Staff have allowed children to walk along a potentially dangerous country lane without fully understanding the risks. This activity has now been stopped and staff are going to receive training on writing risk assessments.

Children feel safe and secure in the home. They learn to behave safely and develop a better understanding of how to stay safe in the community. Children who have previously gone missing from home frequently in other placements no longer place themselves at risk in this way.

Behaviour management strategies are very effective. Staff intervene proactively to de-escalate any potentially difficult situations. They provide children with a sense of safety because they are nurturing and attentive. Children respond to this well to this approach. They are well behaved, polite and helpful.

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

The registered manager has recently left the home. An interim manager has taken over the management of the home. The interim manager is aware of the areas of practice where improvement is required and has taken clear steps to address these. Staff feel appropriately supported by the current management team.

The home's complaint policy is not appropriate. It does not allow for complainants, adults or children, to make a complaint to an external agency before they have first submitted their complaint to the manager or the responsible individual. This includes children's social workers. This is incorrect and a potentially unsafe practice.

The home's statement of purpose contains information about incidents that have happened to children. Children can easily be identified from this information. This document is publicly available on the internet. Children who see this document may feel upset.

Since the last inspection, the responsible individual has developed a better oversight of the management and conduct of the home. She has arranged to attend extra training to help her fulfil her role. Although management systems are more effective, the new systems are not yet fully embedded into practice.

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, 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
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— treat each child with dignity and respect. (Regulation 6(1)(a)(b) (2)(b)(iii)) This relates to text within the statement of purpose that could identify children and might be upsetting for them.	30/09/2021
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure that staff 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; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; and that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(v)(e))	30/09/2021

This relates to the home's child protection policies that lack clarity, particularly in relation to the process for managing allegations against staff and whistleblowing.	
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1) (2)(g)(ii)(h)) This relates to ensuring that suitable systems are in place to monitor how the home is being run and the care provided. It also relates to ensuring that children's risk assessments are accessible and give staff clear direction and strategies to mitigate risks.	30/10/2021
The registered person must establish a procedure for considering complaints made by or on behalf of children. (Regulation 39(1)) This relates to ensuring that the complaints policy is appropriate to a children's home.	30/09/2021
A responsible individual must have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated. (Regulation 26(7)(b)) This specifically relates to the need for the provider to consider what additional training and support the responsible individual needs to improve their awareness and response to allegations and complaints about staff conduct.	30/10/2021

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: 1260700

Provision sub-type: Children's home

Registered provider: Brythan House Limited

Registered provider address: 2 Merus Court, Meridian Business Park, Leicester
LE19 1RJ

Responsible individual: Jennifer Collighan

Registered manager: post vacant

Inspector(s)

Joanne Vyas, Social Care Inspector

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