

2484180

Bryn Melyn Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It is registered to provide care and accommodation for up to four children who exhibit complex behaviours because of their childhood experiences. It was registered by Ofsted in October 2018.

The home has been without a registered manager since 21 September 2020.

Inspection date: 19 November 2020

This monitoring visit

Ofsted carried out this monitoring inspection because of concerns regarding incidents involving children at the home. Information provided to Ofsted by the independent visitor stated that children have caused harm to each other. Additional information given to Ofsted by the provider indicated that children may be at risk of harm when using electronic devices to access the internet. The monitoring visit focused on whether the acting manager took sufficient and timely action following the incidents to ensure that children were safeguarded effectively.

There are four children living in the home. Since the interim inspection, there have been changes to the management team and a new manager and deputy manager have been appointed. Both staff members have been promoted internally and are familiar with the home. These appointments have provided consistency and continuity for the children and staff in the home.

The home is comfortable and welcoming and has undergone significant redecoration. Children have enjoyed personalising their rooms. One child informed the inspector that he was looking forward to his recliner chair being delivered for his bedroom. There are photographs of the children throughout the home. The homely environment helps children to feel supported and settled in the home.

Children enjoy positive relationships with staff. One professional commented that 'Staff and managers are super committed to each child in the home.' The inspector

observed children interacting with staff in a relaxed and friendly manner. Children confidently express their views, wishes and feelings to staff, who respond positively.

Staff promote the importance of education for children effectively. Two children are very settled and attending school. The persistence of the manager has been crucial in securing a new school placement for another child. The staff are also using external support networks to ensure that another child attends school when she becomes disengaged. This approach allows children to make progress with their learning.

Staff help children to understand risk by holding regular key-work sessions. There have been incidents where two children in the home have sent and received inappropriate images via electronic devices. In response to this, staff have followed their child protection procedures to include support from the relevant agencies. Staff have further supported children to complete key-work sessions and online safety training. These sessions help children to understand danger.

While incidents of physical restraint with children are low, there have been shortfalls in the recording and evaluation process following a physical intervention. During one incident, the record was not signed by any of the staff involved and a debrief has not taken place with them. As a result, key reflection and learning opportunities to support children's behaviour have been missed. These shortfalls have not been picked up when managers are monitoring the quality of care provided to children.

Children's risk assessments do not have clear strategies and actions in place for staff to follow. There have been bullying incidents in the home involving two children. Staff were able to explain to the inspector how they keep children safe and manage bullying incidents with children. However, these plans are not reflected in children's records. There is no risk assessment in place for one child to demonstrate how staff protect him from bullying. Consequently, during one incident, staff did not intervene soon enough to protect him from being harmed by another child and the police were called to the home. This shortfall had an impact on the safety of both children. In addition, the home's manager did not notify Ofsted of the incident. This prevents the regulator having oversight of incidents.

The home's manager is helpful and supportive towards staff. Staff reported that he is available when they need him. This approach is underpinned by regular reflective supervision sessions. Staff receive a wide range of training which is specific and relevant to the needs of the children in the home. This means that children are cared for by staff who understand their needs.

The manager has completed a review of the quality of care provided by the home and submitted this to Ofsted. However, he has failed to consider or include the views of children, their parents, placing authorities and staff. The report also did not identify any actions which contribute to improving the quality of care provided for children.

Recent inspection history

Inspection date	Inspection type	Inspection
06/03/2020	Interim	Sustained effectiveness
16/04/2019	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, 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 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; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other. (Regulation 12 (1) (2)(a)(i)(iii)(iv)) This relates to staff understanding and implementation of each individual child's risk assessment, and their role in keeping children safe, particularly with regards to risks of bullying.	17 December 2020
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—	17 December 2020

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; use monitoring and review to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(h)) This relates to the manager's oversight and monitoring of children's risk assessments and physical restraint records.	
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must ensure that— 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")— has spoken to the user about the measure; and has signed the record to confirm it is accurate. (Regulation 35 (1) (3)(b)(i)(ii)) This relates to an incident involving the use of physical restraint with a child whereby the record was not signed to confirm the accuracy and a debrief discussion was not held with the staff member about the measure.	17 December 2020
The registered person must notify HMCI and each other relevant person without delay if— an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious. (Regulation 40 (4)(b)) This specifically relates to a serious incident in the home where one child assaulted another. This led to police involvement and Ofsted was not notified.	17 December 2020

The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.

14 January 2021

In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—

any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.

(Regulation 45 (1)(2)(c)(5))

This refers to the most recent report submitted to Ofsted. In this report, the author had failed to identify actions in order to improve the quality of care for children. It also failed to include the opinions of parents, placing authorities and staff in the care provided for children.

Recommendations

- The registered person should ensure that staff are familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording.

('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

This refers to areas of recording within the children's care plans and risk assessments. This also refers to one recording which stated that a physical intervention had taken place with a child which was an error and misled the independent visitor and the regulator.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2484180

Provision sub-type: Children's home

Registered provider: Bryn Melyn Care Limited

Registered provider address: Bryn Melyn House, 3 Hawksworth Road, Central Park, Telford, Shropshire TF2 9TU

Responsible individual: Wayne Price

Registered manager: Post vacant

Inspector

Dean Wilton, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit

www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2020