

SC013553

Registered provider: Bramley Care Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is one of four operated by the same private provider. It is registered to provide care and accommodation for up to nine young people who have emotional and/or behavioural difficulties.

Inspection date: 7 February 2018

Judgement at last inspection: requires improvement to be good

Date of last inspection: 26 July 2017

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has improved effectiveness.

Care and support for young people are good. The staff's relationships with young people are warm and supportive, resulting in positive change. Young people speak very positively about the staff. They say that the staff's care and support helps them to express their feelings and manage difficult situations more easily. One young person said, 'I think he [member of staff] believes I do not listen, but I do. He really knows how to help me.' A relative also praised the staff. She said, 'They are really fantastic here and have made a huge difference to [name of young person].'

Plans for admitting young people to the home are well thought through and result in stability for young people. Only two young people have left the home since the last inspection in July 2017, and many have lived here for some time. A young person who recently moved in was pleased about how it had occurred and said he could trust the

staff.

Young people feel safe here and are helped to keep themselves safe. Prompt and appropriate referrals are made to safeguarding agencies if a concern arises. Managers also review staff practice so as to identify and better manage any signs of concern. Usually, no young person goes missing; in the last six months this occurred only once. The manager's assessment and analysis of the missing incident reduced the likelihood of recurrence effectively, and the home is developing better relationships with the police and ensures that they, too, understand the needs of these young people.

In one instance, a referral to Ofsted was not made when a local authority commenced an investigation into a historical safeguarding concern. This had no impact on the safety of the young person but should have been notified under regulation.

Good behaviour is promoted and poor behaviour managed well. The staff quickly identify indications that young people are struggling. They quickly act to help young people understand the underlying reasons for their behaviour and consider the different ways that they could manage the situation. One young person said, 'If I do not like the way [another young person] is speaking to me I challenge it. But, I know the staff will deal with it if it does not go well.' Where the potential for bullying is noted, it is quickly dealt with through group meetings and individual discussions. This results in young people developing empathy for each other and more positive relationships between them.

Leadership and management have improved. All requirements and recommendations made at the previous inspection have been met. Managers have maintained an effective focus on young people's needs while also improving monitoring and reviewing systems in the home.

The managers have taken steps to increase the stability and capacity of the team. They have recruited a deputy manager who commenced in December 2017, and are in the process of recruiting staff so that the use of agency staff will decrease. Agency staff who work at the home know the young people well. However, information sharing when an agency member of staff returns after some months' absence is not as effective as it could be. The returning agency staff member is not given thorough detail of what has changed for each young person. This may inhibit them from working as effectively as possible with young people.

The quality of recording varies. The monthly reports sent to social workers are detailed and provide a good picture of a young person's current needs and progress. The impact assessment which the staff complete when deciding if they can meet a young person's needs contains scant information. The content of these reports does not reflect the level of scrutiny that the managers take. Managers recognise that the quality of recording remains an area for development, and their development plan reflects this.

Planned moves from the home are the norm. The staff support young people well to make these transitions and settle in their new home. For one unplanned ending, staff

provided good support for the young person well on the day he moved, but no further work occurred to create a more positive ending for the young person who left and those who remained. This was a missed opportunity to acknowledge the important and significant relationships and progress that this young person made while living at the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/07/2017	Full	Requires improvement to be good
15/02/2017	Interim	Sustained effectiveness
16/11/2016	Full	Good
16/02/2016	Interim	Sustained effectiveness

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 registered person must notify HMCI and each other relevant person without delay if— (d) a child protection enquiry involving a child — (i) is instigated	28/02/2018

Recommendations

- The use of external agency staff can be a positive choice to complement the skills and experiences of the permanent workforce. Any external agency staff should meet the requirements in regulation 32(4) regarding mandatory qualifications and the registered person should consider their skills, qualifications and any induction necessary before they commence work in the home. The use of agency staff should be carefully monitored and reviewed to ensure children receive continuity of care. ('Guide to the children's homes regulations including

the quality standards', page 54, paragraph 10.16)

In particular, the registered person should ensure that agency staff who work periodically for the home are provided with an appropriate update each time that he or she comes to work here.

- Staff should be familiar with the home's policies on record-keeping and understand the importance of careful, objective, and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.7)

In particular, the registered person should ensure that the detail in impact assessments provides accurate information about how the provider decides if a placement is suitable.

- As the home will have a day-to-day understanding of young people's capabilities and needs, children's homes staff will have a valuable contribution to make to the pathway planning process. They should actively seek to make the fullest contribution, working with other relevant persons. ('Guide to the children's homes regulations including the quality standards', page 17, paragraph 3.28)

In particular, the registered person should ensure that the support they provide to a young person who leaves in an emergency uses every possible avenue to support the young person to make this change effectively.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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: SC013553

Provision sub-type: Children's home

Registered provider: Bramley Care Limited

Registered provider address: Nicholas House, Riverfront, Enfield, Essex EN1 3FG

Responsible individual: Barbara Sharp

Registered manager: Louise Heron

Inspector

Ruth Coler, social care inspector

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