

SC028505

Registered provider: Bramley Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

In this report, the children are referred to as young people, as this is the term that is used in the home.

This home caters for young people who require specialist support. Every young person must agree to engage with the home's therapeutic services in order to live here. At the time of the inspection, there were three young people living in the home.

The manager of the home registered with Ofsted in August 2012 and is suitably qualified and experienced.

Inspection dates: 13 and 14 February 2024

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 31 January 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: not applicable

Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/01/2023	Full	Good
14/07/2021	Full	Good
28/01/2020	Full	Good
20/06/2019	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

The home's environment is highly inviting and befitting of the needs of the young people living here. Since the last inspection, the shared bathroom has been refitted and the décor in communal areas of the home has been refreshed. Young people's bedrooms reflect their interests, ranging from brick modelling kits to music production equipment.

Supporting young people's independence is both a strength and a core aim at this home. Young people benefit from a structured independence programme that allows them to track and evidence their progress in a number of areas, such as budgeting and home economics. This programme is complemented by the efforts of a committed staff team, who take the initiative to support young people with impromptu opportunities to develop their skills.

The young people moving in to the home are almost exclusively from the provider's other homes, and so the preparation for this begins early in the young person's journey. As the date of the move draws closer, young people are well prepared and familiar with the home, its staff, and their peers.

Bedrooms are newly decorated and prepared for new arrivals, and young people attend house dinners and therapy sessions by way of gradual introduction. Key-working and therapy sessions give young people a further outlet for discussion in case they have any worries or concerns about the changes. The existing residents are also well prepared during house meetings and informal chats, so they equally have a fair opportunity to share their feedback.

For young people who have moved out of the home, the manager and staff remain in touch and hold them in mind. This offers a sense of connectedness and reduces the risk of isolation that young people may experience at such turning points. One young person said that the registered manager had bolstered their confidence and supported them, alongside therapeutic work, to establish better self-control.

Emotional well-being is well understood by staff at this home. They offer care to young people that is viewed through a risk-informed lens and bolstered by the therapeutic resources that are integral to the home's model of care. External support, such as mental health services, is sourced when required, and effective monitoring is in place to reduce harm, according to individual need.

All young people participate in educational and meaningful activities that reflect their interests, such as music production and animal care. Young people also have aspirations that are supported by staff and the home's manager. Those who have left the home have sustained employment and say that the preparation they received from the home's staff was a springboard for their success.

Professionals report that communication from staff and the registered manager is prompt and detailed. One professional said that their experience was very easy, with open and transparent dialogue that has assisted risk management and inter-agency working. Maintaining this line of communication with young people's networks ensures that decisions about young people's care can be expedited, and creates a sense of stability for young people.

Young people know how to complain and have opportunities to provide feedback through both formal and informal mechanisms. They say that they trust the staff who they work with and are confident in the responses they receive. There have been no complaints made by young people since the last inspection.

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

Staff are aware of young people's vulnerabilities and are skilled at supporting them to thrive and achieve. Physical intervention has not been used in this home, and there is seldom a need for staff to consider the use of consequences. Sound multi-agency working and inter-disciplinary risk assessments inform young people's care. This is underpinned by therapeutic intervention, which supports young people to develop an understanding of their vulnerabilities and build their resilience.

Induction for young people moving in to the home aims to enhance safety and is in keeping with the level of independence and behaviour that is expected. Young people receive guidance around kitchen safety and household cleaning substances to ensure that they can safely prepare meals and maintain a clean environment with increasing levels of independence.

Staff are knowledgeable about the risks associated with social media and online activity. They supervise and offer advice to young people about being safe online, and know how to respond if there are concerns. Staff support young people to take acceptable risks in order to promote young people's freedom and independence.

Young people are well behaved and have a good understanding of the boundaries in place to maintain their welfare. The young people take pride in their home and value their relationships with staff, which motivate them to take ownership of any behaviours that may be less helpful. When incidents occur, staff ensure that they communicate with professionals who are connected to young people's care and act in the best interests of the young people who they are supporting. On a couple of occasions, although incidents have been managed well, some incidents have not been reported to the regulator in a timely way as required by regulations.

Staff address young people's vulnerabilities with kindness and understanding. Where young people present with behaviours, including self-harm and self-neglect, there are thorough strategies in place and effective monitoring to ensure that young people are safe and well. Staff have transparent conversations with young people about their concerns and embed this into their daily conversations. Discussing topics such as sexual health and exploring the impact of alcohol and substance use are normalised, making these conversations more accessible for young people.

The effectiveness of leaders and managers: good

The registered manager's experience and knowledge of the young people he cares for is a protective factor at this home. He has a sound understanding of each individual and uses a relationship-based approach to offer support and manage risk, especially with those young people who are less forthcoming or may otherwise be wary of speaking to professionals. He is a skilled practitioner who is child-centred in his approach. Young people, professionals, and staff unanimously report that they have a trusting and supportive relationship with the registered manager.

The manager has a clear understanding of young people's progress and has introduced ways to keep track of this so that staff can adapt their approaches accordingly. This also enables young people to recognise their achievements as they have a visual representation of the progress they have made.

The registered manager has responded to the previous requirements made at the last inspection and these have been met in full. Improvements have been made to the bathroom and home's environment, with ongoing improvement plans for the future. Safer recruitment is sound, and the registered manager has disseminated his own learning and training to staff to ensure that their practice is informed by research and good practice.

Supervision and appraisals for staff are of a good quality and sensitively address the individual needs of each staff member. The manager demonstrates a thorough understanding of how staff's personal and health needs may affect their capacity at work. He ensures that these are addressed appropriately and that there is the right support for staff to provide the best quality of care for young people. Staff enjoy their roles and say that they have a brilliant team ethic.

While the staff benefit from regular and reflective supervision, the registered manager's supervision and appraisal are not up to date or recorded clearly. This is not currently having a direct impact on the care that young people receive, but this oversight is essential to ensuring that the registered manager's professional development and welfare are being supported effectively.

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 ensure that all employees—receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 4 (b)(c)) In particular, the registered manager should receive timely supervision and an appraisal, which should be recorded and signed.	9 May 2024

Recommendations

- The registered person should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people, including the regulator. Notification must include details of the action taken by the home's staff in response to the event. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.13)

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: SC028505

Provision sub-type: Children's home

Registered provider: Bramley Care Limited

Registered provider address: Malvern View, Hanbury Road, Stoke Prior,
Bromsgrove B60 4AD

Responsible individual: Maxwell Turner

Registered manager: Mark Riglar

Inspector

Tash Williams, Social Care Regulatory Inspector

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