

SC028505

Registered provider: Bramley Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to accommodate four young people. The home is privately owned and is one of four children's homes run by the service provider. The home is a semi-independent provision that offers a service to young men who may have experienced some form of abuse. All young people have access to the organisation's specialist therapeutic service and education establishment.

The manager registered with Ofsted in August 2011.

Inspection dates: 19 to 20 February 2019

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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Date of last inspection: 11 October 2017

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/10/2017	Full	Outstanding
20/12/2016	Interim	Improved effectiveness
19/07/2016	Full	Good
29/10/2015	Interim	Improved 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 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 the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1)(2)(d)) This is with regards to ensuring that potential risks are identified and reduced by members of staff.	30/03/2019
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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(h)) This is in relation to ensuring that the registered manager rectifies shortfalls promptly, for example by addressing potential risks and responding to errors in medication.	30/03/2019
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that— medicines kept in the home are stored in a secure place so as to prevent any child from having unsupervised access to them;	30/03/2019

medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child; and a record is kept of the administration of medicine to each child. Paragraph (2) does not apply to medicine which— is stored by the child for whom it is provided in such a way that other persons are prevented from using it; and may be safely self-administered by that child. (Regulation 23 (1)(2)(a)(b)(c)(3)(a)(b)) This is with regards to ensuring that medication is given when it has been prescribed and that recording of administration of medication is improved.	
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual is of integrity and good character; the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1)(2)(a)(b)(3)(a)(b)(c)(d))	30/03/2019

Recommendations

- A record of supervision should be kept for all staff, including the manager. The record should provide evidence that supervision is being delivered in line with regulation 33 (4)(b). ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.4)

This is in relation to ensuring that the record contains enough detail so that the content of the supervision and agreements made is clear.

Inspection judgements

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

Group dynamics have been unsettled, and this has undermined and distracted individuals, who have at times been drawn into negative behaviours. However, overall, they have overcome these difficulties and continued to make progress.

While young people's emotional well-being is valued and promoted there have been occasional difficult dynamics in the young people's group. This has not been helpful in maintaining the cooperative and cohesive community spirit. One young person said, 'Everyone has an influence here. You can use it for good or for bad.'

Care staff and therapists work closely with the young people to provide them with sensitive support. Young people trust the adults who care for them. They speak particularly fondly of the registered manager, in whom they have total confidence. Staff care deeply for the young people and help them to develop self-awareness and personal responsibility.

The value of education is promoted and acknowledged. All young people are in full-time school or college placements and make substantial academic and vocational progress. As a result, they have meaningful opportunities to gain employment and work experience. This increases their confidence and self-esteem.

Staff have made a number of errors in the administration and recording of medication. Although young people have not been at immediate risk, errors were not clearly addressed or clarified in the records. Young people attend health appointments, with staff support if needed.

Young people are sensitively introduced to the home and the existing group is also prepared for new admissions. Managers carefully consider the impact on and needs of the group in order for placements to have a greater chance of success.

Young people are supported to develop their independence and life skills at a rate commensurate with their abilities and vulnerabilities. They benefit from carefully planned transitions to their next placements. The registered manager and staff offer conscientious and thoughtful support even when they no longer have a formal role with the young person. Staff commitment in this area is excellent.

The young people live in a house that is comfortable and homely. However, smoking debris and rubbish, including an old mattress, were in the grounds. This was unsightly and undermined the otherwise good standards in the house.

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

improvement to be good

There was a significant incident, during the summer months, when young people gained unauthorised access to the internet. Consequently, a serious incident occurred which is the subject of an ongoing police investigation. Staff awareness was lacking, and young people took advantage of this. Systems have been tightened and are now effective.

The young people feel safe living in this home. They are able to openly discuss their feelings and reflect on behaviour and relationships. 'Staff take time and listen', a young person said.

Staff are usually acutely aware of the potential risks which the young people may take. They work with other professionals to develop strategies to minimise the risks and implement these strategies effectively in the home. Young people have increased levels of responsibility and as a result have earned unsupervised time.

All members of staff receive training in safeguarding issues. They know what to do and who to contact if they have a concern about a young person's welfare.

Young people have not gone missing. There are clear individual protocols in place, and staff are aware of what action they should take in the case of unauthorised absence.

Staff work hard to reinforce clear expectations and boundaries, despite young people's attempts to undermine these on occasion. Due to their ages, emphasis is placed on the young people developing responsibility and an ability to identify their behaviours and the possible impact of these on their group. This encourages self-awareness and accountability for their actions. Young people readily accept that they have a responsibility for and impact on the culture in the home.

There is a good standard of decor and safety inside the home. A potential fire hazard had not been identified outside the back door. This was a plastic bucket containing smoking detritus, which was situated close to rubbish bags. Although this was cleared during the inspection, the lack of awareness by members of staff undermined the other strenuous efforts which they make to keep the young people safe.

A recruitment record for a member of staff did not record how gaps in employment had been explored. Management monitoring of agency staff records has not ensured that all relevant information is held. Significant checks, including DBS background checks, have been completed, but there are potentially missed opportunities to fully examine staff's history of employment.

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

Some records are out of date or inaccurate or have not been audited effectively by the registered manager. For example, some key medical information had not been updated in a young person's file, and medication errors had not always been identified and addressed.

The registered manager is passionate in his efforts to be a role model and a trusted figure for the staff and young people. 'He is totally there for us', said a young person. As a result of his personable approach and genuine care for those he looks after, he is also greatly admired

Staff strongly advocate on behalf of young people. They are energetic in broadening young people's opportunities and life experiences. Consequently, young people have clear ambitions for their future, especially with regard to employment and activities.

Staff report excellent support and regular supervision. However, supervision records lack detail and fail to identify how issues are explored and addressed. This makes auditing of practice and observations regarding performance difficult to fully understand.

Feedback from external professionals such as social workers and police officers is very positive regarding communication, openness and partnership working. Additionally, managers challenge placing authorities if they feel that plans are not prioritising the young people's needs.

This is a home that enjoys and embraces diversity. Young people with differing personalities and backgrounds are helped to grow and to tolerate others, and to learn from others' views and lifestyles.

Young people feel strongly that they have a meaningful influence on how the home is run. Their opinions are sought and encouraged, and there is an embedded culture in the home to meet as a small community to discuss any dynamics, behaviours and feelings.

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.

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: Nicholas House, Riverfront, Enfield, Essex EN1 3FG

Responsible individual: Barbara Sharp

Registered manager: Mark Riglar

Inspector

Paul Taylor, social care inspector

Joe Davys, social care inspector

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