

# SC372611

Registered provider: Bryn Melyn Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is part of a private organisation. It provides care for up to two children who may experience social and emotional difficulties.

The manager registered with Ofsted in May 2022. She holds a Level 5 Diploma in Leadership and Management for Residential Childcare.

**Inspection dates: 21 and 22 January 2026**

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people, taking into account</b> | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 13 May 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement      |
|-----------------|-----------------|---------------------------|
| 13/05/2024      | Full            | Good                      |
| 17/05/2023      | Full            | Good                      |
| 05/07/2022      | Full            | Good                      |
| 18/01/2022      | Interim         | Declined in effectiveness |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The home was closed for an extended period to undergo renovation and to recruit a full staff team. Since the last inspection, two children have moved out, and one child has been welcomed into the home.

Plans for moving children in and out of the home have varied. When the current child moved in, the plans were tailored to support their individual needs. A prolonged transition allowed the child to visit the home and meet the staff beforehand. In-depth impact assessments were completed to ensure staff were able to provide a safe environment. Actions to support the child's known risks are detailed throughout their plans, giving staff clear guidance to maintain effective safeguarding practice. This thorough planning contributed to the child settling well into the home.

For one child whose placement ended, the move became difficult and was brought forward in an unplanned way. Despite the child having lived in the home for a long period, staff did not prepare a record of their journey, nor did they maintain communication, despite previously agreeing to do so. This has the potential to reinforce feelings of rejection and abandonment. Although the registered manager is reflective about this period, a formal learning exercise has not taken place to prevent similar situations from occurring in the future.

Meaningful relationships with staff contribute to the child enjoying life in the home. Staff spend valuable time getting to know the child and understanding their interests, engaging in activities such as golf and pool. Staff share the child's passion for football and travel with them around the country to watch games of their favourite teams. The child is happy and feels comfortable approaching staff openly when seeking support.

The manager and staff strongly advocate for the child's education. This support provides the child with opportunities to maximise their academic potential, increasing future prospects and career options. The child told the inspector that the manager helped them explore future aspirations. As a result, the child has completed a taster day at a local college and is working towards qualifications that will enable them to progress to higher education.

Staff understand the child's health history and needs. When the child expresses anxiety about their health, staff offer reassurance and seek medical attention to provide clarity. Staff promptly follow medical advice to ensure the child remains healthy.

A full refurbishment of the home has improved living conditions significantly. The child feels comfortable in their environment, and their bedroom is arranged in line with their personal preferences. When issues occur, repairs are completed without delay to maintain a safe and reliable living environment.

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

While the registered manager had a planned period of leave, the home experienced challenges relating to high staff turnover and changes in management. These changes caused instability and heightened children's anxieties, which affected staff responses to children's vulnerabilities. One child was not adequately supported in relation to exploitation concerns, which contributed to escalating risks in the community. Safety measures within the home did not consistently prevent the child from leaving without permission. Window restrictors were repeatedly broken, and windows were used as an exit route. During missing-from-home incidents, staff followed protocol and searched high-risk areas, which on occasions enabled them to return the child home safely. Since the home has reopened, staff have demonstrated an improved understanding of their safeguarding responsibilities and the expectations of their roles.

Staff work closely with the clinical team and implement advice to manage presenting risks associated with the child. In addition to mandatory training, staff complete learning that is specific to the child's individual needs. For example, they have undertaken training in autism and exploitation. This informs staff practice and helps to ensure their responses are effective.

Physical interventions have not been used recently, and restrictive practice is only implemented as a last resort. Staff use their positive relationships with the child to de-escalate situations. On occasion, staff have used unapproved holds in an immediate response to keep the child safe and prevent further harm. Although reports include details of these incidents, they lack sufficient analysis. Debriefs with the child are not always recorded, and staff debriefs have sometimes been delayed. This results in the child's voice not being consistently captured and limits opportunities for timely review and learning.

Staff are recruited safely. Pre-employment checks are thorough and ensure that only suitable adults are employed to work in the home.

## **The effectiveness of leaders and managers: good**

Since the registered manager has returned, they have restored stability within the home, helping the child to feel secure. The manager is qualified and experienced, and their approach is child-centred, with a clear focus on children making positive progress. They are dedicated to keeping the child safe and implement clear boundaries, contributing to predictable and consistent care.

Leaders and managers have taken significant steps to address previous shortfalls. The home now benefits from a stable staff team, which has minimised the need for agency staff. This provides the child with consistency and supports the development of trusted relationships with adults.

Managers and leaders have a range of systems to oversee the quality of care in the home. However, the review and development of some actions are sometimes delayed. For example, a mobile phone agreement and independence plan have not yet been created, despite being on the child's agenda for some time. In another instance, staff did not act promptly to arrange for the child to attend a youth club, even though a trial session had been agreed two months earlier. These delays hinder the child's progression and preparation for independent living.

Supervision is held regularly and evidences appropriate challenge of poor practice. When safeguarding protocol was not followed in relation to reporting a concern, managers addressed this with both the individual and the wider team to strengthen safeguarding processes. Team meetings take place frequently and place the child at the centre of discussions. Relevant actions are recorded and followed up, supporting staff development. The manager encourages reflective practice to help staff improve outcomes for the child.

Feedback from the child's family is positive and highlights the quality of care provided. The registered manager's collaborative working is recognised as a contributing factor to the child's progress in education.

## 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         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>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.</p> <p>(Regulation 13 (1)(a)(b) (2)(a))</p> <p>This specifically relates to the manager progressing plans and actions for the child in a timely manner. In addition the manager must ensure there is sufficient learning following challenges and negative experiences for children.</p> | 20 February 2026 |
| <p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that arrangements are in place to—</p> <p>ensure the effective induction of each child into the home;</p> <p>manage and review the placement of each child in the home; and</p>                                                                                                                                                                                                                                                                                           | 20 February 2026 |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| <p>plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority. (Regulation 14 (1)(a)(b)(2)(b)(i)(ii) and (iii))</p> <p>This specifically relates to children having positive moving out experiences.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                         |
| <p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the name of the child;</p> <p>details of the child's behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure ("the user"), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p> <p>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")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that</p> | <p>20 February 2026</p> |

they have spoken to the child about the measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii) and (c)(iv))

This specifically relates to the manager adequately reviewing physical interventions and debrief taking place within the timescales stated.

## 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:** SC372611

**Provision sub-type:** Children's home

**Registered provider:** Bryn Melyn Care Limited

**Registered provider address:** Keys Group, Maybrook House, Third Floor, Queensway, Halesowen B63 4AH

**Responsible individual:** Karla Dovey

**Registered manager:** Rebecca Jones

## Inspector

Latoya Morgan, 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 looked after children, 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](mailto: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](http://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](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

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](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2026