

SC372613

Registered provider: Bryn Melyn Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a large private company. It provides care for up to three children who exhibit complex behaviours because of their childhood experiences.

The registered manager holds a level 5 qualification and was registered with Ofsted in April 2016.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection dates: 2 to 3 November 2021

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: 20 November 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/11/2019	Full	Good
14/05/2018	Full	Good
30/08/2017	Full	Good
13/03/2017	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

There are two children currently living in the home. One of these children has lived in the home for over three years. Since the last inspection, two children have moved out of the home.

The home is decorated to a good standard. Photos of the children and staff create a warm and homely feel. Children enjoy living in a spacious and comfortable home and they have been supported to personalise their bedrooms. For example, one child has decorated his bedroom with posters of his favourite comic characters. This helps children to feel valued and gives them a sense of well-being.

Children are happy in the home. One child told the inspector that he would give the home 'a solid eight out of 10'. Another child said that he liked the home and the staff. During the inspection, the inspector observed warm, nurturing and fun relationships between the staff and children. The relationships between the children and staff promote an environment of trust and safety for the children.

Children make progress with their education. For example, one child who previously did not attend school is now attending school daily. Staff work closely with education providers to ensure that children receive the right support. A headteacher told the inspector that the home had been 'phenomenal' in the support it has provided. This level of support means that children can reach their potential.

Children are encouraged to participate in activities in the local community. Activities such as swimming, holidays to the seaside, monthly meals out and entertainment events such as wrestling have been enjoyed by children.

Children have a positive experience of moving out of the home. This is achieved through careful individualised planning. Children are well supported by child-centred visual and pictorial plans that offer a flexible approach. Each child's transition is individualised to help lessen their anxieties and to ensure minimal disruption.

Staff are committed to promoting family time, and this helps to develop the children's identity and sense of belonging. Parents spoke positively about the home. One parent told the inspector that the home had been 'brilliant', and that their child had turned into a 'fine young man'.

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

Staff work hard to keep children safe. They have a good understanding of the children's risks and behaviours. Clear and detailed behaviour management plans provide staff with support and guidance on how to keep children safe.

Staff have a clear understanding of reporting processes and where their role sits in the wider safeguarding network. All mandatory training has been completed by the staff team, including training regarding relevant topics such as sexual harmful behaviours. This ensures that staff have the knowledge to provide the children with safe care.

Staff work well with other professionals and share information to help keep children safe. Social workers said that they are given information in a timely manner, and that there is good communication with the registered manager and her deputy.

There have been several incidents of physical intervention. However, physical intervention is only used as a last resort to keep the children safe. If an incident does occur, the staff complete a written record which is reviewed and monitored by the registered manager.

When complaints or allegations are made about the staff, thorough investigations take place. The registered manager prioritises the children's safety, ensuring that the investigations follow safeguarding procedures and involve all the relevant professionals and agencies.

Disagreements between the children in the home are dealt with effectively. Staff encourage children to reflect on how their words and actions affect others, and children regularly receive rewards and praise for positive and kind behaviour. Children therefore become increasingly tolerant and considerate of others.

Before children move into the home, the registered manager considers their needs and their suitability to live with the other children who are already in the home. However, the risk assessments that relate to this decision-making sometimes lack detail and clarity.

The effectiveness of leaders and managers: good

The registered manager has been in post since April 2016. She is committed to providing consistent care and support for the children. She is supported by an equally experienced and dedicated deputy manager.

The registered manager monitors the home effectively. She understands the strengths and weaknesses of the home. She uses this knowledge to inform her development plan, which in turn improves the quality of care.

Staff reported that they feel supported and valued by the registered manager. They spoke highly of the management team. The staff work together as a team. They spoke positively about their work, and they are proud to contribute to the children's lives and the progress that they make.

Staff receive regular supervision sessions. Supervision records are detailed. When supervision takes place, it is beneficial and productive, and supports staff to develop

their skills and knowledge. This creates opportunities for staff to reflect on their practice and ensures that staff understand how to best meet the needs of children.

There are currently some vacancies in the staff team. Recruitment is currently being prioritised. The staff team has worked well to ensure that these vacancies have not disrupted the care provided for the children. There are always sufficient staff on duty to provide appropriate levels of supervision and support.

Partnership work is strong. A social worker told the inspector that communication in the home is excellent. Another social worker informed the inspector that she was impressed with the support and care her child had received.

Children are encouraged to express their views, and do so through regular meetings with staff. However, minutes of the meetings are not always reviewed, and feedback is not always given to the children. If the children do not receive feedback, they cannot be confident that their voices have been heard.

An independent visitor has carried out external monitoring of the home every month. Although the visits are completed within the correct time frame, the independent visitor does not fully consider the needs and views of the children who are living in the home. During the inspection, the inspector identified that in a 12-month period the independent visitor had spoken to the children on only two occasions.

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 use reasonable endeavours to ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44 (1) (2)(a)) The independent person must ensure that children are spoken to and their views are recorded.	10 December 2021

Recommendations

- The registered person should ensure that children are consulted regularly on their views about the home's care, to inform and support continued improvement in the quality of care provided. Due consideration should be given to the child's cognitive ability in the development and implementation of any consultation processes. Children should be able to see the results of their views being listened to and acted upon. ('Guide to the children's homes regulations including the quality standards', paragraph 4.11, page 22)
- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans, and where they have fully considered the impact that the placement will have on the existing group of children. ('Guide to the children's homes regulations including the quality standards', paragraph 11.4, page 56)

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: SC372613

Provision sub-type: Children's home

Registered provider: Bryn Melyn Care Limited

Registered provider address: Atria, Spa Road, Bolton BL1 4AG

Responsible individual: Laura Duckers

Registered manager: Margaret Bester

Inspector

Lydia Isaac, Social Care Inspector

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