

Children's homes – Interim inspection

Inspection date	13/03/2017
Unique reference number	SC372613
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Bryn Melyn Care
Registered provider address	Edward James House, Hadley, Telford TF1 6QJ

Responsible individual	James Flanagan
Registered manager	Margaret Bester
Inspector	Paul Robinson

Inspection date	13/03/2017
Previous inspection judgement	Good
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 good at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness.	
Since the full inspection, there have been two changes to the young people living at the home, with one discharge and one new admission. Staff plan well for transitions and are proactive in their approach. For example, in preparation for one young person's move into semi-independence, members of staff took the time to explore the local area with the young person, completing several visits so that the young person was familiar with it and confident to be on their own. Follow-up visits even after the placement had ended were used to reassure the young person and provide the opportunity for additional support to be offered. Staff place a high value on education and work collaboratively with school to understand and respond to barriers to engagement. For some young people, this has resulted in remarkable changes in both their engagement and attitude to school. As a result, these young people are not only regularly attending school but they are now exploring further educational opportunities. However, for other young people, their non-school attendance remains entrenched. Staff work hard to develop relationships with young people even when they meet resistance. Staff do not give up and demonstrate an understanding of why some young people struggle to trust and open up. Young people who have previously displayed risk-taking behaviours including going missing are no longer displaying such behaviours. When a young person does go missing from home, members of staff are swift in their response. This prompt action means that any potential risk to the young person's welfare is minimised. Members of staff do not always document which visitors have been to the home. While this does not have a direct impact on young people, it does mean that records are not always accurate. Similarly, staff are inconsistent in how they document the day-to-day activities for young people, and sometimes this means that records are not sufficiently detailed. This limits the opportunities for staff to understand the patterns and trends of young people's behaviours and therefore improve the personalised care offered.	

At the full inspection, three requirements and three recommendations were raised. The registered manager has successfully addressed the three requirements and, as a result, all staff receive monthly supervision, physical interventions records are now appropriately scrutinised and partnership working has been improved.

Of the three recommendations raised, two remain outstanding. There is evidence that some areas of the home have been redecorated, including walls being repainted and new soft furnishings provided. However, there remains evidence of historical repairs which have not been completed to a high standard, and some carpets are stained and in need of replacement. The registered manager is alert to this and has outlined in her development plan how to implement these improvements. In addition, staff are inconsistent in their use of the positive praise and reward system and as such young people's achievements and success are not always fully celebrated.

Information about this children's home

This home is registered for three children and young people who have emotional and/or behavioural difficulties. It is owned and managed by a private company.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/05/2016	Full	Good
20/01/2016	Interim	Declined in effectiveness
19/05/2015	Full	Requires improvement
12/02/2015	Interim	Sustained effectiveness

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions which must be taken so that the registered person(s) meets 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
8: The education standard In order to meet the education standard, the registered person must ensure that staff– (2) (a)(i) help each child to achieve the education and training targets, as recorded in the child's relevant plans (iii) understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers (ix) help each child who is above compulsory school age to participate in further education, training or employment and to prepare for future care, education or employment.	01/05/2017
The registered person must maintain in the home the records in schedule 4. Specifically, this refers to a record of all visitors to the home, and to children, including the names of visitors and the reason for the visit. (Regulation 37 (1)(2)(a), schedule 4(5))	01/05/2017

Recommendations

To improve the quality and standards of care further, the service should take account of the following recommendations:

- ensure that the home maintains a nurturing, homely and supportive environment that meets the needs of their children. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)
- ensure that staff understand the system for rewarding and celebrating positive behaviour and recognising when children have managed situations well. ('Guide

to the children's homes regulations including the quality standards, page 46, paragraph 9.39)

- ensure that staff understand the importance of careful objective and clear recording. ('Guide to the children's homes regulations including the quality Standards', page 62, paragraph 14.4)

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference that adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Whenever possible, they talked to children, 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.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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'.

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