

Children's homes inspection - Full

Inspection date	11/08/2015
Unique reference number	SC372619
Type of inspection	Full
Provision subtype	Children's home
Registered person	Bryn Melyn Care Limited
Registered person address	2 High Street, Dawley, Telford, Shropshire, TF4 2ET

Responsible individual	James Flanagan
Registered manager	Justine Staples
Inspector	Julian Mason

Inspection date	11/08/2015
Previous inspection judgement	N/A
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Good

SC372619

Summary of findings

The children's home provision is good because:

- ☐ Young people enjoy living in the home and make good progress from their starting point.
- ☐ Young people are provided with a pleasant and homely environment; they are settled and enjoy good relationships with staff.
- ☐ This stability supports young people's confidence in working towards their ambitions and to positively manage their relationships, which are important to them.
- ☐ Effective partnerships with teachers, therapists and other agencies improve young people's engagement with services that are beneficial to their longer-term prospects.
- ☐ Young people lead healthy lives and are encouraged to participate in a wide range of indoor and outdoor activities.
- ☐ Young people receive help and support which is tailored to their needs and there is a strong sense that they belong and are accepted.
- ☐ Young people play an active part in the running of the home; staff are attentive and respond practically to their thoughts, wishes and feelings.
- ☐ Young people's educational attendance and engagement improves because of the staff support.
- ☐ Staff are good at keeping young people safe.
- ☐ Staff are well supported and have good skills to look after young people effectively and make a difference to their lives.
- ☐ An independent person is not completing monthly monitoring visits. This brings into question the neutrality of the visitor. Ofsted has not been informed of all notifiable events that have occurred in the home although necessary actions have been taken to safeguard and protect.

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 with the given timescales.

Requirement	Due date
The registered person must ensure that if the independent person becomes aware of a potential conflict of interest (whether under regulation 43(3) or otherwise) after a visit to the home, the independent person must include in the independent person's report details of the conflict of interest and the reasons why the independent person did not notify the registered provider of the conflict of interest before the visit. (Regulation 44(6)(a)(b))	30/09/2015
The registered person must notify HMCI without delay if there is an allegation of abuse against the home or a person working there. (Regulation 40(4)(c))	30/09/2015

Full report

Information about this children's home

This is a small private children's home catering for one young person who may have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/02/2015	CH - Interim	Sustained effectiveness
14/10/2014	CH - Full	Adequate
06/03/2014	CH - Interim	Good Progress
17/06/2013	CH - Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
Young people experience secure, caring and supportive relationships with the staff team. This enables them to make good progress in important areas of their lives. They thrive in a residential environment that is shaped and organised around their individual needs. Young people are every positive about their experiences of being looked after. Professionals highlight the significant impact the home has had on young people and the progress they have made to date. They say that they are, 'very impressed with the service' and 'the young person is really benefited from being there.' Staff show good insight into the barriers and challenges that young people face that are linked to previous life experiences. This insight enables staff to shape and encourage young people to better manage their behaviour and social interactions. This also contributes significantly to the work undertaken around supporting a successful transition into young adulthood. Young people have on-going access to therapeutic services such as the Child and Adolescent Mental Health Services (CAMHS). They also benefit from regular individual therapeutic support that is provided by in-house provision. This helps young people explore their life experiences and to develop ways of thinking and behaving that positively influences their lives. The therapeutic service also works in partnership with staff, which helps to inform the care offered by the team. As a result, young people build healthy attachments, improve communication and gain a better understanding of their situation. Staff ensure that there are good arrangements in place for young people to attend appointments and engage with external professionals. For example, agencies involved in public safety and rehabilitation such as the Youth Offending Service experience very good partnership working. Young people are not only supported to attend important meetings but the same staff accompany them to provide continuity and consistency. This is in recognition of the importance for young people to have attachment figures throughout these visits. Young people's involvement and engagement is strongly supported in recognition of their on-going progress and the potential benefits that will be gained in the future. The registered manager and staff team have successfully helped young people to re-engage and sustain their education attendance following previous difficulties. Young people are being successfully supported through a tailored programme that better matches their needs. This includes vocational learning and key skills	

training. Young people's health and well-being is closely monitored which includes attending routine health check-ups. Where young people have previously struggled to attend health appointments, staff have worked successfully to help them complete outstanding treatment.

Young people have an active input into matters that affect them within the home. There are frequent key worker sessions, informal meetings and daily discussions with the registered manager and staff team. These arrangements help build confidence and improve social skills such as negotiating, compromising and listening. Young people are given opportunities to make decisions about their day-to-day lives that are consistent with their abilities and circumstances. Picture and poster displays of young people's activities, leisure pursuits and family contact are shown around the home. This helps to personalise the environment and promote a sense of ownership and belonging. One young person saying, 'it's a great home, the best one I've been in, I really like it here.'

Young people benefit from coordinated and reviewed care plans, which are regularly considered in light of progress made and new needs emerging. This ensures that the care offered is responsive and individualised. Professionals involved with young people reflect that communication from the home is timely and child-focused. One professional stating, 'I like the fact that they advocate strongly on behalf of the young person.' Levels of communication and information sharing contribute effectively to good working relationships with partner agencies and professionals.

Young people are able to plan how they want to spend their leisure time with support and guidance from staff. Choice and variety are encouraged and when young people express an interest in doing something new this is usually supported. Because of this, young people's leisure time experiences are enhanced as their enthusiasm and interest for particular hobbies or interests are nurtured. This adds to young people feeling that they have a stake in the home and how they are helped to enjoy themselves.

	Judgement grade
How well children and young people are helped and protected	Good
Young people say they like living in the home and enjoy the company of the whole staff team. They state that they are safe and feel safe at the home and professionals agree. Young people have good relationships with staff and that they know how to make a complaint should they need to. Comprehensive recruitment procedures are followed which ensures that young people are protected from being looked after by people who may not be suitable.	

Staff work effectively and in partnership with other agencies and professionals to ensure safeguarding procedures are followed. This includes arrangements for any missing from care events.

A key success of the home is the way in which staff are able to engage with young people about significant matters that relate to behaviour and safety. Staff practice is very effective as methods of coaching and education are embedded into day-to-day practice. For example, one-to-one discussions regularly occur covering a wide range of subject areas relating to personal safety, behaviour, relationships and offending. Work with young people is continually assessed and evaluated to ensure what is delivered is relevant to individual circumstances and needs. Staff provide regular and specific feedback to young people about their behaviour with a clear focus on setting safe, fair and reasonable boundaries. Because of this approach, young people understand what is expected of them as they learn and prepare to take greater responsibility for themselves. Young people view these arrangements as very fair and can identify the good progress they make in comparison to their previous circumstances.

Staff understand the risks and vulnerabilities that young people face and actively work to ensure everyone is protected. The home has a positive approach to the management of challenging behaviour. The use of physical intervention has been necessary sometimes but the need to use this method of control has reduced significantly over time. Individualised plans ensure that staff are properly guided in their responses to negative behaviour. Professionals consider that risks are well managed and behaviour improves as a consequence of the overall practices and approaches of the team.

Staff promote young people's on-going protection by undertaking regular fire drills and tests of fire prevention equipment. Stringent monitoring of all matters relating to health and safety are carried out consistently including the appropriate assessment of leisure activities. Health and safety risk assessments are regularly reviewed and internal checks are consistently undertaken in order to maintain the overall safety of young people and staff.

	Judgement grade
The impact and effectiveness of leaders and managers	Good
A qualified, experienced manager who has been in post and registered for a number of years manages the home. The post holder also manages another registered children's home, which is close by. The manager's time is shared between both homes depending on the needs, demands and circumstances of	

each service.

The service is effectively and efficiently managed. Although some of the residential team are new, most are qualified and together have a wealth of experience. A strong commitment to consistent staffing means that young people are able to develop strong attachments and trusting relationships with the adults who look after them. A comprehensive range of information is readily available about the service, its values and operation. Young people, social workers and staff are clear about what the service is expected to achieve and the way in which care and support is to be provided.

The manager and staff team demonstrate a good understanding of young people's histories, current needs and risks. This understanding positively influences the care that is delivered by the whole team. Care plans are regularly reviewed and updated to reflect the changing and fluctuating needs of young people. Managers can demonstrate the positive difference the home makes because progress is closely monitored. The manager and staff regularly attend meetings and liaise with key professionals to ensure that appropriate services and arrangements are secured.

The manager has high expectations and a child-focussed approach. Expected standards of practice are promoted through regular one-to-one supervision, group meetings, suitable training and a team approach where everyone works together. Staff feel professionally supported by the manager which helps underpin their work with young people and each other. The emotional impact of working with challenging behaviour is recognised and staff are also well supported in this regard. There is an active focus by the manager on developing the skills and professional aspirations of the staff team.

Although monthly monitoring visits show a level of scrutiny that helps the service improve, a person who is independent is not completing these visits. For example, people with operational roles and responsibilities within the organisation are undertaking monitoring visits. Although this has been acknowledged by the provider organisation, proposed changes to address this matter are not yet in place. Currently, the central aim of the independent visitor role is undermined because the services that young people are using are not being scrutinised impartially.

The home's internal quality assurance and monitoring systems have been developed and improved to take account of recent changes in regulation. These systems include a range of management activities that draw together information about how well the home is operating and if young people are making good enough progress. The manager is soon to complete the first six-monthly review with the aim of including and evaluating feedback from a range of sources about the quality of care provided.

Overall, there are established procedures and practices in place to share

information with appropriate agencies about significant events when they occur. However, one recent event that required notifying to Ofsted was not made although appropriate and necessary actions were taken to keep young people safe. In the absence of the regulator being notified about this event meant that a timely assessment of the home's responses could not be made.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

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 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. Wherever 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 who it is trying to help, protect and look after.

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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