

SC372621

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 owned by a private company. The home provides care for up to three children aged between 10 and 17 years with complex social and/or emotional needs.

The manager registered with Ofsted in November 2018.

Inspection dates: 24 and 25 January 2023

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: 5 October 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/10/2021	Full	Good
09/03/2020	Interim	Sustained effectiveness
20/08/2019	Full	Good
10/10/2018	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the previous inspection, one child has moved into the home, and no children have left the home. At the time of the inspection, three children lived at the home.

Children and staff develop positive relationships. Children told the inspector that they feel supported and cared for. Children are able to share their wants and wishes with managers and staff, who advocate on their behalf. For example, the manager advocated for one child to access an educational provision that the child had chosen. In addition, staff help children to follow their interests, such as sourcing the opportunity for a child to walk dogs for a local dog shelter.

Leaders and staff encourage children to keep in touch with those who matter to them. Managers and the staff team take children to a range of places across the country to ensure that they see family. Children have gained more family time due to the support from the staff, thus creating more positive memories for them.

Staff support children to develop their independence skills. The registered manager has created an independence toolkit to support children who are transitioning to independent living. Staff help children to learn about areas such as budgeting, managing their health and what to do in an emergency. Children develop confidence in their skills. One child explained that they have confidence in their skills and abilities to live independently.

The home environment is safe and homely, and the atmosphere is calm. Children are able to decorate their room how they want to. During the inspection, staff helped a child to choose new items for their bedroom, including a new rug and curtains. However, there are areas of the home that remain tired and in need of redecoration.

Leaders and staff work well with education professionals to ensure that children's needs are met, and they progress. One child is on target to achieve in their GCSEs. Staff have helped another child to access education that is suitable for them. Feedback from an educational professional explained, 'We've never had to ask the manager to come in – she's always there. The staff are really good.'

Staff ensure that children are valued and respected in the home. Staff ensure that their practice promotes equality and diversity and they appreciate each child's differences. Children are encouraged to develop their own identity. As a result, children feel empowered and able to be themselves.

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

Children rarely go missing from home. When children do go missing, staff follow the correct protocols. Staff ensure that the appropriate professionals are notified,

including the police, family and social workers. Staff are relentless in their search for children when they go missing. Children are greeted and supported warmly by staff when they return home. Leaders and staff ensure that return-home interviews are completed within the appropriate timescale. Children are educated on the risks of going missing from home. As a result, children have few incidents of going missing.

Since the previous inspection, there has been a high number of incidents resulting in physical restraint. The registered manager has oversight of the incidents, and appropriate debriefs take place with the children and staff within the correct timeframe. However, on one occasion, staff's recordings had not detailed how they had come to the decision that physical intervention was a necessary action.

Children understand how to stay safe when online. Staff have internet safety and exploitation training. They use their knowledge to educate the children on keeping safe while online. The home has systems in place so that children are always protected and only able to access safe and age-appropriate content when using the internet.

Children understand the complaints procedure. When complaints have been raised, the registered manager has responded with appropriate actions and feedback. This has created an environment in which children feel able to express any concerns.

Allegations from children are not always managed well. Staff have not reported allegations of harm from children within the correct timescale on a few occasions. This has led to short delays in actions to increase children's safety being put in place and investigations starting.

The effectiveness of leaders and managers: good

The registered manager has a good vision for the home. The manager is passionate and advocates for the children. She challenges where appropriate to ensure that the children's needs are met well.

There is a culture of learning and development in the home. The manager is committed to providing each staff member with learning opportunities that will develop them. This includes the manager carrying out workshops around de-escalation techniques and managing complaints appropriately. As a result, staff understand how they can support the children more effectively.

Most of the members of the staff team are qualified to a level 3 diploma or equivalent. However, there is one staff member who has fallen outside the timescale.

Staff value their relationship with the manager, and there is mutual respect and a positive morale among the team. This encourages the staff to do well when supporting children. Staff receive good-quality supervision sessions. Staff are provided with opportunities to reflect on their practice and are also provided with constructive feedback on their work. When practice issues arise, the manager

responds appropriately by addressing this in supervision. Staff use the information they gain from supervision sessions to improve their practice. This contributes to the good care that children receive.

The registered manager has worked well with the professionals involved in the children's care, including social workers, health-care professionals and education teams. She engages with professionals to continually review the progress of the children. As a result, children's needs have been identified and met more efficiently.

Recruitment processes are effective. The manager has a good knowledge of safer recruitment processes and monitors these to ensure that new staff meet requirements. This provides reassurance that new staff members coming to work in the home are safe to work with the children.

Monitoring systems capture shortfalls well. The manager has designed a new system to increase her own and staff's monitoring of the quality of practice in the home. As a result, staff are more proactive in ensuring that set tasks are completed daily. The manager has close oversight of the service, which enables her to upskill the staff team, highlight development areas and make continuous improvements.

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 staff— understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2)(a)(v)) In particular, the registered manager is to ensure that staff understand their roles and responsibilities relating to allegation management and the use of physical intervention.	23 February 2023
For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016.	23 February 2023

The registered person may defer the relevant date if the individual—

does not work, or has not worked, in a care role in a home for a prolonged period; or

works, or has worked, in a care role in a home on a part-time basis.

(Regulation 32 (4)(a)(b) (5)(a)(b) 6(a)(b))

In particular, the registered manager is to ensure that all staff complete their level 3 diploma or equivalent qualification within two years of their starting date.

Recommendation

- The registered manager should ensure that the children's home is a nurturing and supportive environment that meet the needs of their children. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)

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: SC372621

Provision sub-type: Children's home

Registered provider: Bryn Melyn Care Limited

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

Responsible individual: Rhian Hopkins

Registered manager: Nikita Tidswell

Inspector

Chanel Bryant, Social Care Inspector

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