

SC372630

Registered provider: Bryn Melyn Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private organisation and is registered to provide care for up to four young people of either gender, aged between 10 and 17 years, who have emotional and/or behavioural difficulties.

Inspection dates: 5 to 6 December 2017

Overall experiences and progress of children and young people, taking into account **good**

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: 30 March 2017

Overall judgement at last inspection: declined in effectiveness

Enforcement action since last inspection:

None

Key findings from this inspection

This children's home is good because:

- Staff ensure that young people receive a good welcome to the home.
- The staff team provides regular and effective key-work sessions that help young people to manage and improve their emotional well-being and behaviour.

- Young people know how to complain, and their concerns are responded to promptly.
- Staff protect young people from harm by devising detailed risk assessments and ensuring that safeguarding processes are followed.
- The manager ensures that staff receive regular supervision and annual appraisals to enable them to provide good-quality care.
- The staff team follows missing-from-home procedures well.
- Staff have warm and established relationships with young people. This means that young people develop positive relationships with others.
- The registered manager makes sure that a high level of care is provided to young people through effective management oversight.
- Managers and staff work in partnership with social workers, police and in-house therapists to provide a consistent level of care to young people.

The children's home's areas for development:

- The registered manager needs to make sure that some staff receive mandatory training updates in fire safety and health and safety, in a timely manner.
- Repairs to the property are needed. These include repairs to the front door and letterbox, and replacement of a broken bedroom window. A new carpet is needed in one young person's bedroom.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/03/2017	Interim	Declined in effectiveness
26/07/2016	Full	Good
08/02/2016	Interim	Sustained effectiveness
09/09/2015	Full	Good

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 ensure that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (2) (d))	05/01/2018
The registered person must ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (2) (c))	23/02/2018

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection the home has grown, and there are now four people living here. The annex has been renovated into a modern, two-bedroom home. Both houses are detached and share the same garden. They have independent access, in a very quiet residential area. The home is decorated to a good standard. It is bright, clean and welcoming. There is a beautiful, large garden with fruit orchards and many trees. Young people's bedrooms are well decorated, and there are photographs throughout. There is a games room that young people have decorated and made their own.

However, there has been some damage to the home. This is as a result of some challenging and destructive behaviours that one young person, who is leaving the home, has shown. Subsequently, another young person has copied some of these behaviours. The manager has taken effective action to request repairs, and during this inspection repairs were taking place. However, a bedroom window, front door and letterbox remain in need of repair. If these repairs are not completed in a timely manner they could impact on the safety and well-being of young people. In addition, one young person needs a new carpet in their bedroom, as the existing carpet was stained and had sustained damage.

Since the last inspection, three young people have left the home and five young people have moved into the home. Staff make sure that new young people receive a good welcome when they arrive at the home. Efforts are made to meet young people before

they arrive, and to spend time with them. Young people are able to choose bedding of their choice, and to decorate their bedrooms as they wish. Before young people move in, they are able to read the young person's guide. It is well written and user friendly. Staff assisted one young person in writing the guide. The guide helps to put young people at ease and lessens some worries they may have about moving to their new home.

Young people receive structured and meaningful key-work sessions, which they participate in. The sessions mirror the aims and objectives set in young people's care plans. Young people receive a 12-week assessment before their placement plan is written. Therefore, staff have a full understanding of any additional needs that a young person may have. This means that staff are able to help young people to improve their behaviours and fully understand their own needs.

The manager makes sure that young people's files are well organised. Placement plans are centred on young people, and clearly identify aims and objectives. This enables positive progress, with young people assisted in moving towards their longer term goals. Staff provide young people with consistent guidance and boundaries. The staff approach is informed by well-written individual behaviour support plans. These plans help young people to understand and improve their behaviours. Staff use a nurturing and positive behaviour management approach to help young people to reflect on their behaviours, and to improve their relationships with others.

Managers and staff help young people to improve their education outcomes. Young people who have not previously been in education improve their attendance. For example, one young person who was anxious about attending school, and had not been in education for some time, is now attending school most of the time with the help of staff. Staff gradually encouraged this by inviting education professionals into the home, and by providing outreach support. This means that young people are making progress in developing their confidence and achieving their education targets.

Staff have good relationships with young people. Young people receive care from a dedicated and experienced staff team. Since the last inspection, there have been some staff retention issues, and some staff have been suspended. However, managers and other staff cover these shortfalls, which provides consistency for young people. The manager uses agency staff who are familiar to young people so that upset is minimised. A social worker told the inspector, 'I have absolutely no issues with the placement. Any allegations are investigated by the multi-agency safeguarding hub team. He wouldn't go to school and would be on the Xbox or PlayStation on age 18 games. He is not allowed now and goes to school.'

Staff provide young people with a variety of activities to meet their needs. Young people enjoy shopping, going out for meals, attending young people's gym classes, going to the cinema, going to the exotic zoo, visiting local horses, bowling, attending local cadets and playing football. This means that young people have structure in their lives and new opportunities to keep them busy. As a result, they develop their confidence and have fun. One young person told the inspector, 'It is alright living here. I like the staff and the manager is my favourite; he is really funny.'

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

Young people currently living in the home are safe. This is because the manager makes sure that child protection processes are followed. The manager shares concerns with the initial contact team, young people's social workers and the local authority designated officer. Staff receive mandatory safeguarding training. The manager is exceptionally competent in managing safeguarding problems. Safeguarding notifications are well written, and are made within the required timescales. During this inspection, staff did not raise any safeguarding concerns in relation to the quality of care that young people receive. Several staff members shared knowledge about dealing with safeguarding concerns professionally and promptly. As a result, staff are able to prioritise the safety of young people.

Staff recruitment processes are rigorous for permanent and agency staff. Managers verify references, qualifications and identity, and check that all necessary disclosure and barring checks are in place. This means that young people receive care from appropriately checked adults.

When young people go missing, managers and staff make sure that they follow procedures well. All incidents are thoroughly recorded to include actions taken. Staff look for young people, and contact them to check they are safe. Consequently, young people know that staff care about them and this encourages young people to return home promptly. Managers request that missing-from-home interviews are carried out by the local authority, and follow these up with social workers. If this is not possible, the manager makes sure that an independent agency completes these.

There have been no formal complaints made by young people since the last inspection. Managers and staff respond quickly to allegations made by young people, or their parents, about staff. The manager prioritises allegations about staff and follows safeguarding procedures thoroughly. For example, one young person made an allegation that a staff member had bitten his finger. Safeguarding processes were followed through, and an investigation took place. The registered manager adequately risk-assesses situations in which there are concerns about staff. He makes sure that the home's human resources team is involved, when necessary. This open and strong approach keeps young people safe.

Physical restraint is used in the home only as a last resort. Staff use positive praise, distraction and de-escalation techniques to avoid this. Records of physical restraint are well recorded and within timescales. They include feedback from young people after they have been debriefed. This means that young people understand why the restraint was used. This helps to avoid future incidents. Sanctions are rarely used and are proportionate in nature, or mostly restorative. Staff try to help young people to understand why they are behaving in a certain way. This helps the young people to improve how they respond to others in future.

The effectiveness of leaders and managers: good

The registered manager has the necessary experience and qualifications for the role. He has been in post since February 2015. The registered manager is very dedicated. He has an ambitious vision and high expectations for the service. He is creative, and makes sure that staff provide high levels of individualised care. The registered manager is well supported by two deputy managers. The managers make sure that regular team meetings take place, to share knowledge and provide general updates. One staff member told the inspector about the manager, stating, 'He supervises me. He is very supportive; he is always there, not just for supervision. You can talk with him any time. Every day he is there, even when not at work. The young people all have a good relationship with him.'

Managers and staff receive regular, practice-related formal supervision. Supervision notes are well recorded. Staff are encouraged to develop their practice, and receive annual appraisals to assess their progress. The culture in the home is that young people are the focus. Staff receive very good support from managers, including the responsible individual whom staff say frequently visits the home. This means that young people receive care from adequately supported and skilled staff. Staff complete a range of mandatory and additional training to help improve their practice, including safeguarding, self-harm, radicalisation and e-safety. However, some staff are not up to date with mandatory training requirements. This is because some staff are overdue on refresher training in fire safety and health and safety. This could affect the welfare of young people if training updates are not completed in a timely manner. The registered manager has taken action, and is liaising with the training department.

The registered manager has completed a well-evaluated assessment of the location of the home. This means that potential risks in the surrounding area are identified, and the actions taken to minimise the risks are well recorded. This helps to keep young people safe. The statement of purpose sufficiently reflects the aims and objectives of the service. The manager makes certain that there is close scrutiny and oversight of the staff to ensure that safe, high-quality care is maintained. The manager knows the needs of each young person, and supports staff in overseeing their care. The registered manager has a good understanding of the strengths and weaknesses of the service. He has evaluated the quality of care provided, and identified areas for development in a separate action plan. As a result, this will support continuous improvements.

The managers and staff have good-quality relationships with social workers, the local safeguarding team, the police, teachers and in-house therapists. This means that young people receive the best possible support across all areas of their development. A social worker told the inspector, 'I have no concerns and I am not worried with how they look after him. I think the young person has started to settle. Staff are fantastic. I receive weekly reports about his progress, in a timely manner.' A police looked after child care home coordinator told the inspector, 'I have a very good relationship with the manager. If there is anything that needs addressing he responds to it promptly.'

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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.

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: SC372630

Provision sub-type: Children's home

Registered provider: Bryn Melyn Care

Registered provider address: Edward James House, Hadley, Telford TF1 6QJ

Responsible individual: James Flanagan

Registered manager: Rory Maguire

Inspector

Anna Gravelle, social care inspector

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