

Children's homes inspection - Full

Inspection date	21/07/2015
Unique reference number	SC372652
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	Stephen Travis
Registered manager	Janet Classon
Inspector	Julian Mason

Inspection date	21/07/2015
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	Outstanding
The children's home provides highly effective services that consistently exceeds the standards of good. The actions of the home contribute to significantly improved outcomes for children and young people who need help, protection and care.	
how well children and young people are helped and protected	Outstanding
the impact and effectiveness of leaders and managers	Good

SC372652

Summary of findings

The children's home provision is outstanding because:

- Young people receive outstanding individual support, guidance and advice that is wholly consistent with their identified needs and agreed plans of care.
- Young people who have significant emotional and behavioural difficulties experience an enabling residential culture that has a very positive impact. Young people make excellent progress and experience improving outcomes in many areas of their lives.
- Young people stop offending and greatly reduce their anti-social behaviours. This improves their life chances and significantly benefits the community in which they live.
- Care and support is planned, coordinated and delivered to a consistently high standard.
- Practice and routines are adapted and adjusted quickly in response to changing needs and risks, which makes the service very responsive to each young person's circumstances.
- Young people feel respected, safe and secure in the home and with the people who look after them.
- Their views, wishes and feelings are central to how the home operates which shapes the way staff organise themselves on a day-to-day basis.
- Professionals are extremely positive about the quality of care and support young people receive and the outcomes being achieved.
- The home is soundly managed with experienced, knowledgeable and supportive leadership for staff and young people. This results in the team having a clear focus on the necessary goals and outcomes needed for young people to be successful.
- Some aspects of the home's quality assurance systems are not strong. Feedback from young people is not reflected or evaluated in the registered manager's quality assurance processes. Monthly monitoring visits are not being undertaken by an independent person.

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))	31/08/2015
The registered person must establish and maintain a system for monitoring, reviewing and evaluating the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children (Regulation 45(2)(a)(b)(c))	31/08/2015

Full report

Information about this children's home

This children's home is registered to provide care and accommodation for one young person with emotional and/or behavioural difficulties. The home is operated by a private company.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/01/2015	CH - Interim	Sustained effectiveness
08/09/2014	CH - Full	Good
18/02/2014	CH - Interim	Good Progress
30/05/2013	CH - Full	Outstanding

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Outstanding
Young people make excellent progress in compassion to their circumstances on arrival. They stop offending; anti-social behaviours reduce significantly; engagement and attendance in education improves and placement stability is achieved and sustained. Young people who have previously experienced chaotic life styles and numerous placement moves now have positive aims and aspirations for themselves. Their commitment to make positive change in their lives is underpinned by a residential culture and ethos that aims high in terms of what can be accomplished. The team provide very personalised care that comprehensively addresses and meets the needs of young people. Consultation is frequent and young people's views and wishes in planning for their daily routines and personal arrangements are excellent. In addition, young people are very well supported to participate in a range of additional meetings where they can share their views with others who are involved in their care. This ensures that social workers, carers and other professionals are informed and take account of what young people want to achieve from their placement. Staff provide stability and emotional support that creates the right opportunities for young people to progress from the point at which they arrive at the home. Staff practice is positive and proactive when approaching difficulties young people experience or encounter. Young people can still demonstrate some very challenging behaviour but are very positive about how staff work with them to help overcome their difficulties. For example, one member of staff winning an internal annual award for 'best carer' following a process that included testimony from a young person. A particular strength of the home is the very effective key worker system. This system of support helps to focus exactly on each young person's needs. Young people receive consistent messages about their behaviour and how to develop new skills and strategies to reduce the harm or risks to themselves or others. The home has an excellent track record in organising its services to ensure staff have a significant and positive impact on the lives of young people irrespective of their difficulties. The registered manager and staff team are tenacious and resilient. The ethos of the home is not to give up and to focus on the gains that young people make and how they can sustain this progress into the future. This means that staff are continually looking ahead and planning for the challenges young people may face	

as they move towards greater independence.

Young people's diverse needs are positively explored and addressed from the time of their admission. Young people have complex family backgrounds and varied experiences of being looked after. Staff can access an excellent range of information to help them learn about each young person. More importantly, staff listen to young people and what they have to say about their own lives and experiences. For example, their family backgrounds, who they relate to in the wider world, and their general likes and dislikes. This helps staff to understand who young people are, how they want to be looked after and what is important to them. This becomes extremely important when for instance; young people make difficult choices and decisions around family contact and their relationships.

Young people participate in an excellent range of leisure and recreational activities that help them enjoy their free time. Staff actively consult young people about what they would like to do and they are instrumental in ensuring young people's experiences are varied and diverse.

Young people are effectively helped through their education because of the strong links between the home and school. Young people who have significant histories of non-attendance overcome their difficulties because of the team's realistic expectations and very practical support provided. Because of these arrangements young people's attendance and attainment improves. This has also resulted in young people being able to think ahead in terms of what they want to do when they leave school. They benefit from careers advice and guidance that successfully helps them match their aspirations to vocational and occupational opportunities.

	Judgement grade
How well children and young people are helped and protected	Outstanding
Young people's safety and well-being has improved significantly since arriving at the home. The registered manager and staff team confidently meet their responsibilities to keep young people safe. They make sure that the quality of care that young people experience is consistent and prioritises their welfare. Young people actively benefit from the home's well-established routines and procedures that explicitly recognise the need to protect and safeguard everyone. All staff are very aware of intervention strategies that consistently and successfully help young people address and modify risk taking behaviours. Young people do not go missing from the home despite having significant histories of this kind of behaviour. Staff know what to do if these circumstances occur but their main focus is on working together to prevent these incidents from happening in the first place. Staff have successfully helped young people find alternative and	

safer ways to behave as well as creating a home environment where young people want to be.

Staff consistently promote and praise positive behaviours. The use of more formal measures of control have not been necessary. Staff use their training to good effect by focusing on the positives and by regularly talking to young people about their behaviour and safety. Young people understand that staff take full account of their difficult past experiences and try to help them make positive changes where necessary. Young people are encouraged to act with consideration for everyone, particularly where staff have been working with others to reduce criminal behaviour.

Young people make considerable progress because they engage in crime reduction programmes, which has helped them to stop offending. This is because of the strong partnerships staff have with key agencies who monitor and supervise community programmes that are aimed at prevention and rehabilitation. Young people sustain their place in the community, reduce their anti-social behaviour and successfully comply with court orders, (as an alternative to custody). Youth justice professionals are extremely positive about how the home works with young people. They highlight the significant contribution made by the registered manager and staff team to help young people stay out of trouble and away from the criminal justice system.

Staff employed in the home are carefully selected and vetted to ensure that young people are properly looked after and effectively safeguarded. Staff understand and use their training to ensure young people's continued protection is maintained. The home's environment is physically safe and appropriately secure, taking account of the varying needs and circumstances of young people. Their health and safety is fully supported because maintenance and protective procedures are applied consistently by managers and the staff team.

	Judgement grade
The impact and effectiveness of leaders and managers	Good
Young people benefit from a service that is effectively and efficiently managed. The long-standing, qualified and very experienced registered manager provides clear leadership that helps shape the child-focused approach of the whole team. Staff are managed in a way that encourages regular reflection of their work and the impact they having on young people's lives. This approach is part of the registered manager's wider evaluation and monitoring activity that also includes gaining feedback from professionals who are involved with the service. Recent feedback from individuals is consistently positive, sighting the excellent working relationships, good communication and exceptional outcomes being achieved. The	

home is organised in a way that consistently channels everyone's efforts to help young people make the most of their time at the home.

Qualified and well supported staff are deployed in the home in sufficient numbers and with the right experience to consistently meet the needs of young people. The stable staff team are very familiar to young people who experience little disruption to their relationships or attachments. Workers who are familiar to the home and young people cover any shortfalls in staffing levels.

Staff have access to a good range of quality learning and development opportunities. This helps equip them with the skills, understanding and knowledge required to meet the current needs of young people. Staff feel very well supported in their work and can access practical advice and guidance on a daily basis from a range of sources. The home is effectively supported and monitored by external managers, ensuring its purpose and ethos continues to provide the right environment to meet young people's needs.

The registered manager evaluates the home's operation to ensure young people's needs are being met. Quality assurance routines are wide ranging but they do not fully capture the feedback received from professionals, staff or young people about the service. Required monitoring routines are not used to evidence the actions taken as a result of this information being received. Although consultation with young people is high and the service is being shaped around their needs this is not necessarily evidenced through the formal quality assurance processes.

Although monthly monitoring visits show a level of scrutiny that helps the service improve, these visits are not being completed by a person who is independent. This is because the person who carries out these visits has other operational responsibilities within the organisation. 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 provides a good range of information in the statement of purpose and children's guide. These documents describe how the service operates, what to expect and how staff will help young people make the most of their stay. The home is well maintained, comfortably furnished and well-equipped. Young people's case files are kept securely and contain a comprehensive range of information about their histories and progress to date.

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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