

SC397092

Bryn Melyn Care Limited

Monitoring visit

Information about this children's home

This home was registered with Ofsted in July 2009 and is operated by a private company. It provides care for up to three children with complex social, emotional and behavioural difficulties.

The home has been without a registered manager since December 2021. An interim manager is in post, but they are not yet registered with Ofsted.

Inspection date: 3 August 2022

This monitoring visit

An interim inspection was completed on 29 March 2022. The home was judged to have declined in effectiveness. The inspector found that there were serious and widespread concerns about the safeguarding practice and the leadership and management of the home. On 31 March 2022, Ofsted served a notice of restriction to prevent any further admissions to the home. In addition, compliance notices were issued under regulation 12, the protection of children standard, and regulation 13, the leadership and management standard.

This children's home was judged requires improvement to be good at the full inspection in May 2022. However, shortfalls remained in the leadership and management of the home, and this was judged inadequate. The compliance notice under regulation 12 was considered met. The compliance notice issued under regulation 13 was not met and was reissued. In addition, a further notice was issued in relation to the sufficiency of staffing at the home. The notice of restriction remained in place.

A monitoring visit was completed on 17 June 2022. The inspector found that the two compliance notices issued under regulation 13 were not met and these were reissued. In addition, a further notice of restriction was reissued.

At the time of this monitoring visit, there were no children living at the home. There continues to be staff vacancies and the recruitment of staff is ongoing. Three permanent support workers have been identified to work in the home, but they are currently deployed to work at other homes within the organisation. There are plans in place to recruit an agency support worker to ensure that the home is sufficiently staffed. In addition, the provider has implemented a contingency staffing plan, which includes experienced support workers already employed by the organisation to offer support when required. This will ensure that the home is adequately staffed to meet the needs of children placed in their care.

The provider has recruited a manager who has recently commenced their post. The manager is not yet registered with Ofsted, but they have submitted their application. The new manager is experienced and has a vision for the home, which he is keen to implement with the support of staff in post.

Staff are now trained in the home's therapeutic model of care. Two support workers are experienced in their role, and positive feedback has been received about their practice from their current managers. The less-experienced member of staff is described as being passionate and well regarded by others. While some staff training has taken place, this is an area that requires ongoing improvement. As a result, not all staff are well equipped, experienced and skilled to meet the needs of children.

The home's physical environment has now improved. The children's bedrooms are well decorated, and consideration has been taken to ensure that bedrooms are suitable for children of varied ages. The environment now feels welcoming and homely.

The manager has considered improvements to the monitoring and reviewing systems. However, these are not yet fully effective, and they have been minimally tested. Consequently, oversight of all aspects of the home requires improvement.

The manager has ensured that staff have received supervision, and a team meeting has taken place. However, the responsible individual has not ensured that the manager has received formal supervision in line with the organisation's policy. Therefore, leaders are not assured that the manager feels adequately supported and that any areas of their development and practice are reviewed and monitored.

The workforce development plan has not been updated to reflect accurate supervision arrangements of staff and the induction arrangements for the new staff are unclear. Consequently, the manager is not able to demonstrate how staff will be supported.

Senior leaders have carried out a learning review into the shortfalls in children's care identified at the previous inspections. However, the review lacks sufficient detail and does not fully highlight the areas of concern identified. In addition, the recommendations are neither specific nor do they provide specific timescales to help

measure progress. This does not support effective systems to prevent future shortfalls.

The inspector found that the home has made sufficient progress to lift the notice of restriction, and that sufficient action has been taken to meet the two compliance notices.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/05/2022	Full	Requires improvement to be good
29/03/2022	Interim	Declined in effectiveness
14/12/2021	Full	Requires improvement to be good
10/12/2019	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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; strive to gain each child's respect and trust; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same; and de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(viii)(ix)(x)(xi)) In particular, the registered persons should ensure that staff have the skills to develop positive relationships with children and respond to their needs appropriately.	16 December 2022

This requirement was issued at the last inspection and is restated as there were no children living at the home at the time of this visit.	
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— assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; and that the home’s day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(b)) In particular, the registered persons should ensure that staff are able to manage risks effectively and support children to understand the impact that their behaviour may have on each other. In addition, staff and the manager should ensure that they follow children’s risk assessments. This requirement was issued at the last inspection and is restated as there were no children living at the home at the time of this visit.	16 December 2022
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children’s home that— helps children aspire to fulfil their potential; and	16 December 2022

promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home’s statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(f)(h)) In particular, the registered persons should ensure that there are effective monitoring and reviewing systems of the quality of care provided to children. Leaders must ensure that learning reviews are used effectively to help prevent future shortfalls. In addition, the registered persons should ensure that they have a good understanding of the care provided to the children in the home, and that they have systems in place to ensure that children continue to make good progress.	
The care planning standard is that children— receive effectively planned care in or through the children’s home; and have a positive experience of arriving at or moving on from the home. (Regulation 14 (1)(a)(b)) This requirement was issued at the last inspection and is restated as no children have moved on from the home. In particular, the registered persons must ensure that they evidence that sufficient steps taken have been to ensure that children have a positive experience of moving on from the home.	13 January 2023

The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) The registered persons must ensure that the manager and staff have regular supervision in line with the organisation's policies and procedures.	14 October 2022
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and	16 December 2022

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)) (a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)(iv)) In particular, the registered persons should ensure that staff provide sufficient detail when recording physical restraints of children. In addition, the manager should ensure that staff record debriefs and the effectiveness of the measure when consequences are issued to children. This requirement was issued at the last inspection and is restated as there were no children living at the home at the time of this visit.	
The registered person must maintain records ("case records") for each child which— are kept up to date. (Regulation 36 (1)(b)) In particular, the registered persons should ensure that staff maintain an accurate record of children's day-to-day experiences. This requirement was issued at the last inspection and is restated as there were no children living at the home at the time of this visit.	16 December 2022
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review 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; and	16 December 2022

any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.

After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report").
(Regulation 45 (1) (2)(a)(b)(c))

In particular, the registered persons must ensure that they complete a detailed review of the quality of care provided to children and that the action is linked to their findings.

This requirement was issued at the last inspection and is restated as there were no children living at the home at the time of this visit.

Recommendation

- The registered person must ensure that they have developed a workforce plan which includes the details, processes and agreed timescales for staff to achieve induction, probation and supervision of practice. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC397092

Provision sub-type: Children's home

Registered provider: Bryn Melyn Care Limited

Registered provider address: Acorn Norfolk Limited, Atria, Spa Road, Bolton BL1 4AG

Responsible individual: Rhian Hopkins

Registered manager: Matthew White

Inspector

Mazviita Makiyi, Social Care Inspector

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