

Inspection report for children's home

Unique reference number	SC397092
Inspector	Michelle Moss
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	Melissa Johnson
Registered manager	Carolyn Edna Kartal
Date of last inspection	19/12/2013

Inspection date	08/07/2014
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Previous inspection	good progress
Enforcement action since last inspection	none

This inspection	
Overall effectiveness	good
Outcomes for children and young people	outstanding
Quality of care	outstanding
Keeping children and young people safe	adequate
Leadership and management	good

Overall effectiveness

Judgement outcome	good
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Young people receive all the necessary help and support they need to optimise their wellbeing at every stage of their placement. This starts from the moment they arrive and continues through to preparing young people to move on to live independently.

Young people are afforded every possible opportunity to feel safe. This includes ensuring well organised integrated working is central to everyday practice. Gentle and reassuring care quickly enables young people to build up meaningful relationships with staff and to form a strong sense of belonging.

Plans are individualised and effective in addressing all aspects of young people's wellbeing. Staff are highly alert to young people's vulnerabilities and any potential risks. Integrated working is common place to minimise any risks, and the staff are committed to ensuring the welfare of young people remains their top priority.

The Registered Manager is diligent in promoting best practice and ensuring young people experience a nurturing environment where they have maximum opportunities to succeed. The Registered Manager is ambitious, energetic and is continuously looking at different ways to improve. This includes having a development plan that enhances outcomes for young people with clear targets which aim to improve the health, education and safety of young people.

There are two shortfalls in regulations, although these do not directly impact on young people's day-to-day welfare. The first relates to the recruitment of staff, where there are a few instances where some information has been missed off records. Secondly, the recording logs that are required to be used in the event of a physical restraint do not hold all necessary details to enable staff to record key facts, such as measures used before a physical restraint becomes needed. These shortfalls have led to three requirements being made. There is one good practice recommendation in response to a minor shortfall in staff knowledge around the local authority's statutory responsibilities for children in care.

Full report

Information about this children's home

This children's home is operated by a private company. The home provides care for up to two young people of either gender with emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/12/2013	Interim	good progress
08/08/2013	Full	good
07/02/2013	Interim	good progress
04/10/2012	Full	good

What does the children's home need to do to improve further?

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 Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
17B (2001)	ensure that within 24 hours of the use of any measure of control, restraint or discipline in a children's home, a written record is made in a volume which includes the details of any methods used to avoid the need to use that measure (Regulation 17B. 4(b))	15/08/2014
17B (2001)	ensure that within 24 hours of the use of any measure of control, restraint or discipline in a children's home, that the person authorised by the registered provider to make the record has spoken to the child concerned and the person using the measure about the use of the measure (Regulation	15/08/2014

	17B (h))	
26 (2001)	ensure full and satisfactory information is available in relation to the employment of staff as listed under schedule 2. In particular, where a person has previously worked in a position whose duties involved work with children or vulnerable adults, so far as reasonably practicable verification of the reason why the employment or position ended. (Regulation 26.2(b) and Schedule 2.4)	15/08/2014

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- make sure staff are equipped with the skills necessary to meet the needs of the young people and the purpose of the setting. This includes keeping them up-to-date with legal and practice developments that reflect legal obligations. In particular, knowledge around The Care Planning, Placement and Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013 and the Children Act 1989. (NMS 18.1)

Inspection judgements

Outcomes for children and young people **outstanding**

Young people are flourishing and overcoming difficulties in their pasts by accepting the help they receive from staff. This in turn is helping them to build their sense of self-worth and the necessary coping skills for facing challenges in future life.

Young people take advantage of the wide range of opportunities available to them to develop their personal and social skills, talents and abilities. In some instances, an initial interest in joining cadets has led to young people developing aspirations for their futures, which are now coming to fruition.

Young people are accepting of the tailored support they receive and as a result previous about risk taking behaviours and low school attendance are being dramatically turned around. This has resulted in young people gaining an impressive array of qualifications and achieving a significant reduction in behaviours such as going missing from care.

Young people understand the importance of staying healthy and are aware of where they can access appropriate advice and guidance. As a consequence, they are self-managing their health and making mature decisions about life choices which are enhancing their overall wellbeing. For instance, some young people now take full responsibility for their own prescribed medication and arranging all of their health appointments.

Quality of care **outstanding**

Young people are afforded warm and caring relationships with staff they have grown to trust and respect. Young people report feeling well cared for by staff. For example, a young person talked about being happy and knowing staff cared about them and wanted the best for them. This is confirmed by a professional who reports that the home has made a significant difference to a young person's life, not only in giving them stability they needed, but also how the staff give young people a sense of belonging and security. This is enabling them to rapidly make progress and thrive educationally, emotionally and physically.

Staff are proactive in helping young people to develop a strong sense of personal identity and maintain their links with their culture and to practice their beliefs. Young people feel listened to, consulted with and fully involved in all decisions made about their health, wellbeing and every day lives. Young people are also able to practice their rights, and this includes having access to details on how to contact the Children's Rights Director to knowing any concern is taken seriously by staff.

Care plans are tailored to match the individual and diverse needs of young people. Each plan outlines the services and support young people need. This includes clear plans to reduce risks, manage behaviour and meet health needs.

Arrangements for the storage and safe administration of medication are well established. These measures continue to ensure young people are able to receive all their prescribed medication in accordance with their doctor's instructions. In some instances, young people are supported to progress to self-administering key medication, which is helping them to take on increased levels of responsibility in preparation for moving on to independence.

Considerable work is undertaken to help support young people to widen their networks through actively engaging in community activities. This helps to build their social relationships and to increase emotional resilience.

The staff team work extremely hard to ensure young people have a stable experience in their education and encourage high yet realistic aspirations. From the starting point of young people's placements, their school attendance significantly improves. School reports endorse these achievements, especially in attendance and attainment. The staff team openly display their sense of pride in every young person's achievement, no matter how small. Staff use letters, cards and notes to reinforce their genuine sense of delight in these achievements. This continuous flow of positive messages helps young people to gain more secure self-esteem and self-respect, especially through knowing they have people around them who care. This positive view extends to staff ensuring they attend all celebratory school assemblies and other achievement award events.

Integrated working is common place, with excellent links established with health, education, police and social workers. For instance, staff recognise the importance of young people having access to effective healthcare services. From the start of a young person's admission, strong links are used to secure the right health assessments. This includes access to the organisation's therapeutic service. This close working means young people are getting the right health support to improve their physical and emotional wellbeing from the moment they arrive.

Keeping children and young people safe adequate

Young people's welfare is always given priority in day-to-day care. There are clear procedures and guidance available to help staff to make prompt responses to concerns about young people's safety or welfare. This includes knowing the contact details of the local child protection services.

The staff are alert to the risks young people can face in the community, especially from people who are prepared to exploit their additional vulnerability. Strategies are

well deployed so that these risks are significantly reduced. These comprehensive strategies include the ratio of staff, in which each young person has a member of staff working alongside them for two days at a time. Also staff follow a therapeutic approach in which young people receive wrap-around care to help them feel secure and safe.

A great deal of consideration is given to the importance of communication to help young people self-manage their emotions. The staff will use their skills of effective communication to help de-escalate and defuse situations. These effective measures result in very low level of physical intervention being necessary. In fact, physical restraint has only been used once in over 12 months. However, the record book that is required to capture the details of any restraints is missing some key information. For example, it lacks evidence of the details about any methods used to initially avoid the need to use a physical restraint. It also fails to clearly show that staff have spoken to the young person and that the Registered Manager has also spoken to staff involved. Nevertheless, it does hold a section where young people can make a comment and the Registered Manager evaluates the record. As a consequence of these shortfalls, there is no comprehensive written volume which holds all the essential information required; although these types of details can be found in other records such as individualised incident logs.

The number of young people going missing from care since being placed at the home is very low, especially when balanced against previous high levels before admissions. The measures in place fully acknowledge levels of vulnerability and risks, with consideration given to areas that can be deemed high risk. The home has ensured they are taking an inter-agency approach, so any emerging risks are quickly addressed and measures put in place to ensure maximum protection.

Young people benefit from the effective retention of staff and this secures their continuity of care. Recruitment procedures are largely robust to ensure safe recruitment is secured. However, there are some inconsistencies in obtaining verification of the employment history of new staff, where they have previously worked with children or vulnerable adults. This leaves the organisation without verified details to why their employment ended so that they can demonstrate all reasonable measures are taken to protect children.

The physical environment is safe and takes into account the needs and characteristics of young people. The home has effective arrangements in place to ensure all health and safety issues relating to the accommodation are identified and addressed. These measures are enabling young people to live in an environment that promotes their health and wellbeing. Areas of fire precautions are well established and frequent checks and servicing is completed.

The Registered Manager has been in post since July 2011 and consistently plays a significant role in fostering a positive atmosphere within the home. This includes overseeing the care and support of young people. The Registered Manager holds an impressive array of qualifications including the national vocational qualification at a level 4 in Care and Management and a Master's degree in Psychoanalytical Observation studies.

There is an excellent balance of experience amongst staff, with individuals being well qualified, including holding the required national vocational qualification and in some instances, having a foundation degree in therapeutic childcare. Staff are equally afforded ongoing high quality training including attachment and child development. They are also supported through regular supervision, which enables them to reflect on their support and care of young people, whilst also reviewing their own personal development. There is effective deployment of staff which matches the individual needs of young people. These measures ensure young people have excellent access to staff who they know well and who care about them.

The knowledge of staff around areas of local authority statutory visits and reviews and general aspects of legal frameworks for looked after children is not always robust. This leaves some gaps in understanding how the local authority's duty of care interlinks with the home's duties of care.

There is an established self-evaluation which has the purpose of improving the quality of provision, including hearing and recording the views of young people.

Each young person's placement plan includes key reports and assessments, including those relating to education and health. The enriched experiences young people enjoy are captured in weekly and monthly updated reports and through key-working sessions.

The Registered Manager ensures the home's development plan summarises key strengths and areas for development that are reflective of outcomes for young people. There were no requirements and recommendations arising from the last inspection requiring follow up.

The home has a clear, accessible and comprehensive Statement of Purpose that sets out its aims and objectives. These objectives are being applied in everyday practice, including ensuring young people are being supported to feel safe, protected and well cared for.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

Information about this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.