

Children's homes inspection - Full

Inspection date	08/07/2015
Unique reference number	SC397092
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	James Flanagan
Registered manager	Carolyn Kartal
Inspector	Dave Carrigan

Inspection date	08/07/2015
Previous inspection judgement	Sustained effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Good

SC397092

Summary of findings

The children's home provision is good because:

- Young people are positive about the care and support they receive and feel safe and comfortable in the home.
- The home is successful in meeting the diverse needs of the young people.
- The home works effectively in partnership with other agencies.
- All young people in the home are engaged in full time education.
- Social workers and carers receive information in a timely manner.
- Social workers and carers report that young people are suitably placed and they are satisfied with the quality of care provided.
- There are shortfalls in a few areas of practice. For example, there is no evidence to show that any learning is captured following the use of sanction, an independent person does not undertake monthly monitoring and young people do not have access to independent advocacy services.

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
6. Monitoring and reviewing children's homes. In order to meet the Monitoring and reviewing children's homes standard the registered person must ensure - (6) 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 - (a) details of the conflict of interest; and (b) the reasons why the independent person did not notify the registered provider of the conflict of interest before the visit.	31/08/2015
7. The children's reviews, wishes and feelings standard. In order to meet the children's views, wishes and feelings standard the registered person must ensure children receive care from staff who - (2)(d) ensure that an explanation is given to each child as soon as reasonably practicable after the child's arrival about - (iii) what advocacy support or services are available to the child, how the child may access that support or those services and any entitlement the child may have to independent advocacy provision.	31/08/2015

Recommendations

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

- ensure that the registered person makes sure that all incidents of control are subject to systems of scrutiny so that any learning arising from incidents can be captured to inform future practice. (The Guide to the Quality Standards, page 46, paragraph 9.36).

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
31/12/2014	CH - Interim	Sustained effectiveness
08/07/2014	CH - Full	Good
19/12/2013	CH - Interim	Good progress
08/08/2013	CH - Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	good
Young people receive individualised tailored care that meets their diverse needs. Young people make improvement in all outcome areas. For example, they take increased responsibility for their own personal care, menu planning, preparing meals, going food shopping and handling money. A grandparent said 'she has come on leaps and bounds, the home have done great work with her'. All young people living in the home attend the organisations independent schools. Young people are supported to gain nationally recognised vocational qualifications. There are plans for one young person to advance their education by enrolling at a local college. Young people receive a good level of individualised care. Their safety and development are prioritised. This is made possible because of having caring and knowledgeable staff who work consistently to drive forward improvements. Additionally, young people have extremely detailed care plans which are reviewed regularly. This ensures young people receive care and support based on their current needs. As a result, young people have continued to make good progress at this home. Young people's health needs are met with a variety of therapeutic models. The home has admitted young people who have been assessed at a high level of emotional need. As a result of the therapeutic support young people's risks have reduced and some of them have been able have to move on towards greater independence. Staff consult with young people through regular residents' meetings. This forum gives young people opportunities to have their views heard. Staff demonstrate they respect young people's requests and respond appropriately. Wherever possible young people have their wishes granted. For example, choosing the wallpaper and decoration for their bedrooms. Young people are supported by the staff team in maintaining contact with their families. The staff assist with transport and where required the supervision of contact. Family and friends are welcome at the home. The staff regard it as key that young people maintain meaningful relationships with those important to them as this is part of their individual identity.	

	Judgement grade
How well children and young people are helped and protected	good
Young people reported that they feel safe and happy at the home. One young person said 'I love it here and I don't want to leave until I am eighteen'. Young people are confident that staff listen and act appropriately to any concerns they have. Staff are mindful of the differences between young people and adapt their approach to each accordingly. This means that young people receive an individualised approach to their care. There is a low incident of young people going missing from the home. Any missing behaviour is for short periods and staff act appropriately to minimise any risk. Risk assessment and placement plans highlight concerning behaviours and the factors that trigger these behaviours. This means that staff are aware and able to take the protective measures to safeguard the young people. Staff are trained in behaviour management strategies, including the use of physical restraint. Physical restraint incidents have decreased due to the staff working hard to de-escalate young people's challenging behaviours. Young people are debriefed following an incident and the Registered Manager completes an evaluation of the effectiveness of the approach. This helps inform the approach taken in the event of a similar incident. When the home has had to use sanctions due to behavioural issues with young people. The incidents are recorded; there is no evidence to show that any learning is captured. This denies staff and young people the opportunity to reflect and learn from this. Young people's health is promoted within the home. Young people are supported to try and stop smoking, the home encourages the use of a cessation clinic and so far this has contributed to a reduction in young people's dependency of cigarettes. Young people are aware of how to make complaints about their care. They are clear about the complaints procedures. Some young people have not yet had the opportunity to meet with independent advocates this is an area that the home is addressing in order that young people have a broader opportunity to discuss any issues.	

	Judgement grade
The impact and effectiveness of leaders and managers	good
The home is well managed by an experienced and qualified Registered Manager who has been in post since March 2011. She has a clear and realistic understanding of the strengths of the service and the areas to be developed. The ethos of the home is child-centred and the Registered Manager is dedicated to young people having opportunities to promote positive change in their lives. The majority of the staff team have a suitable childcare qualification. Two new members of staff have been recruited since the last inspection and are currently in their probationary period. All staff employed at the home are subject to organisational vetting procedures that are robust and appropriate. Staff are supported through regular supervision and appraisal. This allows them to reflect on their support and care of young people and to be able to review their own personal development. Staff receive a broad range of training, this means they can support more effectively the diverse needs of young people. Staff are qualified and experienced in caring for young people with emotional behavioural difficulties. They display a commitment to the care of the young people, and demonstrate resilience in maintaining positive relationships with young who are difficult to engage. The home promotes and develops effective partnerships with other agencies including the police, youth offending service and placing authorities. An placing social worker said 'The home has good communication through weekly emailed updates, they also give progress on her education, staff always attend any meetings and are supportive of contact, if there are any issues they will contact me'. Young people are better protected as a result of this collaborative approach. The internal and external monitoring of the home takes place regularly and reports are forwarded to Ofsted as required. The monitoring visits are undertaken by an individual that has other responsibilities with the organisation. This means that monitoring visits are not objective and is not in the ethos of independence. Young people are cared for in a physically safe environment. The home completes regular health and safety checks on the building including regular fire drills and environmental risk assessments. There were no requirements or recommendations made at the last inspection.	

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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