

Children's homes – Interim inspection

Inspection date	23/03/2017
Unique reference number	SC397092
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Bryn Melyn Care
Registered provider address	Edward James House, Hadley, Telford TF1 6QJ

Responsible individual	James Flanagan
Registered manager	Carolyn Kartal
Inspector	Pete Hylton

Inspection date	23/03/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged good at the full inspection. At this interim inspection, Ofsted judges that it has declined in effectiveness. This home was last inspected in November 2016 and judged to be good. One requirement, relating to the home's statement of purpose, was made. The registered manager has ensured that appropriate revision to the statement of purpose has taken place. This ensures that placing services, parents and young people are now clearer about the services offered by the home. Restraint is not always used appropriately. Since the last inspection, an incident occurred in November 2016 in which a young person was restrained for inappropriate reasons. Specifically, the home's record states that there was no immediate or serious risk either to the member of staff, young person or property of any person. This physical intervention led to the member of staff being hurt. There has been no formal review of this incident or revision to risk assessments. Previous incidents in which young people have been involved with individual staff are not appropriately risk assessed. There has been one complaint since the last inspection. This has been appropriately responded to, and after consultation with the relevant services, investigated. The outcome of this complaint was clearly communicated to the young person. The relationships between the young people in the home are in a period of decline. The staff team provides young people with regular opportunities to meet and discuss how behaviour can affect one another. However, these sessions are insufficient to manage the escalating tension between young people. There have been occasions when young people have assaulted each other, taken items from each other's rooms and indicated that they do not feel safe. There is a continuing failure to promote positive relationships effectively. For example, in one young person's meeting, a young person said that they were being bullied. This was not followed up or acted upon. As a result, young people do not benefit from a home where positive relationships are actively promoted at all times. Risk assessments for bullying lack clarity about previous incidents between young people, and do not show how to address these positively. Risk assessments are not regularly reviewed within the timescales mandated by the	

organisation operating the home. This means that there is the potential for significant events not being reflected. Where serious concerns about young people arise, they are not recorded in risk management plans. This means that staff providing care to young people are not fully appraised of current, and past, risk factors. The registered manager has not ensured that where concerns arise, they are assessed effectively and suitable measures implemented to manage the risk. This affects the safety and welfare of young people.

Sanctions for socially unacceptable behaviour are fair, reasonable and consistently applied. However, the recording of these sanctions do not always include whether the views of young people have been sought. This means that the registered manager is not able to fully ascertain the effectiveness of these measures and to use this information to inform her review on the quality of care in the home.

There has been some positive progress since the last inspection. Young people remain active and take part in a wide range of activities. These include Zumba, dance, volunteering, and regular trips to the local and wider community. Where young people are ready to do so, the staff are supporting the development of independent living skills. This ensures that young people are making demonstrable progress towards being able to move on when they are ready. Young people continue to access appropriate educational provision. When concerns arise, they are appropriately responded to and managed. This means that young people see the value in attending education and make progress in this regard. There have also been some improvements to young people's attachments with their families and increases in the frequency of visits to family members.

The home is located in a rural setting and provides a large, well-maintained and homely environment for young people to relax in. Staff clearly work hard to maintain a nicely presented home. Young people are encouraged to personalise their own rooms and enjoy spending time with staff in the home.

As a result of this inspection, the home is judged to have declined in effectiveness. Five requirements have been made.

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 who have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/11/2016	Full	Good
15/03/2016	Interim	Sustained effectiveness
08/07/2015	Full	Good
31/12/2014	Interim	Sustained effectiveness

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 within the given timescales.

Requirement	Due date
11. The positive relationships standard In order to meet the positive relationships standard, the registered person must ensure that: (1)(a)(b)(c) 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.	30/05/2017
12. The protection of children standard In order to meet the protection of children standard, the registered person must ensure that staff: (2)(a)(i) 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; (vii) are familiar with, and act in accordance with, the home's child protection policies.	30/05/2017
13. The leadership and management standard In order to meet the leadership and management standard, the registered person must ensure that they: (1)(a)(b) enable, inspire and lead a culture in relation to the children's home that helps children aspire to fulfil their potential; and promotes their welfare; (2)(h) use monitoring and review systems to make continuous improvements in the quality of care provided in the home.	30/05/2017

Restraint in relation to a child is only permitted for the purpose of preventing injury to any person (including the child); and serious damage to the property of any person (including the child). (Regulation 20 (1)(a)(b))	30/05/2017
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What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

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 that 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 whom it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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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