

SC397092

Registered provider: Bryn Melyn Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

Inspection dates: 31 January to 1 February 2018

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected requires improvement to be good

The effectiveness of leaders and managers good

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 23 March 2017

Overall judgement at last inspection: declined in effectiveness

Enforcement action since last inspection: none

Key findings from this inspection

This children's home is good because:

- Children make good progress in key areas of their lives.
- When children struggle to sustain progress, staff provide effective support to help them get back on track.

- Children who have a history of going missing from home and putting themselves at risk are safe and have reduced these behaviours.
- The clinician linked to the home is actively involved in facilitating discussions with the staff team to develop its practice to meet the complex needs of children.
- The new manager and staff team are working well together to drive up standards in the home.

The children's home's areas for development:

- Some risk assessments and trigger plans do not contain key information to inform staff how to keep children safe.
- Some staff do not have the skills to ensure that they can effectively and safely manage instances of peer pressure.
- Not all new staff team members have completed mandatory training.
- Staff do not have adequate guidance for administering one child's medication.
- Strategies have not yet been effective in stopping a child from smoking or from applying pressure to her peer to smoke.
- Not all new staff are receiving twice-monthly supervision in line with the home's statement of purpose.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/03/2017	Interim	Declined in effectiveness
08/11/2016	Full	Good
15/03/2016	Interim	Sustained effectiveness
08/07/2015	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 health and well-being standard is that the health and well-being of children are met; children receive advice, services and support in relations to their health and well-being; and children are helped to lead healthy lifestyles. (Regulation 10 (1)(a)(b)(c)) This specifically relates to staff intervening to stop children smoking and encouraging each other to smoke.	30/04/2018
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 manage relationships between children to prevent them from harming each other take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1)(2)(a)(i)(iv)(vi)) This specifically relates to risk assessments, trigger plans and staff practice.	31/03/2018
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 promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b)(2)(c))	30/04/2018

This specifically relates to staff completing mandatory training.	
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (Regulation 23 (1))	31/03/2018

Recommendations

- The registered person must have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. Professionally qualified staff employed by the home, e.g. teachers or social workers, should be provided with relevant professional or clinical supervision by an appropriately qualified and experienced professional. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.2)

This specifically relates to supporting new staff in line with the home's statement of purpose.

Inspection judgements

Overall experiences and progress of children and young people: good

Children make good progress in most areas of their lives. When the consistency of this progress is affected by external factors, the manager and staff team work with the organisation's clinician and partner agencies to put new strategies in place to support them to get back on track. For example, one child has been distressed by a serious illness suffered by a parent. Staff accepted that she did not want to attend education and prioritised a visit to the hospital as soon as it was appropriate. They then facilitated overnight contact with the rest of her family so that she did not feel isolated.

Children take part in a range of activities, which include horse riding and music lessons. If children lose interest, staff are quick to promote new activities. For example, both children are currently interested in the 'This Girl Can' sports initiative. Activities often support the home's successful healthy lifestyle ethos.

Staff hold regular conversations and key-worker sessions on topics linked to day-to-day living, specific incidents and children's aims and objectives. These discussions ensure that the children are educated in areas such as being healthy, safe relationships, personal safety, independence and life skills, so that in the future they can make informed decisions.

Children are consulted, and their views taken into account, when considering their future

plans and the development of the home. They have recently been involved in choosing paint colours for their bedrooms and living areas.

Relationships with families and appropriate friends are supported by the staff team. In consultation with placing authorities, staff organise contact within the home or elsewhere, provide transport and, when necessary, supervision. One child has had friends come to tea and sleepovers at the home.

Staff promote and support education. Some children increase their attendance and achieve good academic outcomes. For example, one child moved into the home over the Christmas holiday so that she was ready to start school on the first day of term. After two weeks on a reduced timetable, she has attended full time. Children are also supported when they are struggling with education. For example, one young person had successfully progressed educationally. In the 2017 autumn term she was assessed as being ready to move to back to a mainstream school. However, this move was delayed, due to her local authority's long-term plan being uncertain, and she struggled to maintain focus. The manager has addressed this with the local authority and a new plan is now in place with clear timescales to ensure her educational progress.

How well children and young people are helped and protected: requires improvement to be good

Some staff do not have the skills required to stop children being a negative influence on each other. For example, children have recently been encouraging each other to smoke. There was also one occasion when children's escalating behaviours resulted in damage to the home, a missing from home incident and police involvement. This led to children being taken into custody overnight.

The organisation and manager have reacted appropriately to these events. They have ensured that the staff on shift during the incidents have been supported and given the opportunity to reflect on their practice. Rotas have been reviewed to ensure that there are enough experienced staff on shift. Discussions and key-worker sessions have taken place with the children. The manager stabilised the home by working on shift for several days after these incidents. This enabled him to role model good practice to staff and keep the children safe.

Overall, the numbers of restraints, consequences and missing from home episodes are very low. Since coming to live at the home, children become safer and their previously harmful behaviours decrease. For example, children reduce their use of drugs and rarely go missing from the home.. When incidents do occur, they are managed quickly and effectively with the full involvement of other agencies. All safeguarding concerns are promptly and appropriately referred and, when necessary, staff are suspended pending investigations. Staff receive safeguarding training which includes a range of topics, for example children missing from home and identifying child sexual exploitation.

Some risk assessments, trigger plans and health plans are not detailed enough and do

not provide staff with the information that they require to keep children safe. For example, the documents do not contain details of people who children should not have contact with, actions to take if a child goes missing from care and the details of when medication should be administered.

Children are protected by the organisation's robust recruitment practices. Staff are vetted and assessed as suitable before any appointment is made. These procedures promote the safety of the children by preventing unsuitable adults from working with them.

The effectiveness of leaders and managers: good

There have been a number of changes to the management and staff team since the last inspection. The previous registered manager, and a number of experienced staff, left the home over a period of several months. An experienced registered manager oversaw the operation of the home, as an interim measure, while the organisation recruited a new permanent manager and staff team to the home. The responsible individual has provided a clear strategic approach and good oversight during this time. This has helped to ensure that, overall, children have continued to make good progress.

The new manager started on 1 December 2017 and is currently in the process of submitting his application to be registered with Ofsted. He and the staff team are working well together. With additional support from the provider's clinician, they are developing their practice and their relationships with the children and each other.

Five out of the eight staff are newly appointed and have not yet completed mandatory training as part of their probationary period. When this has been completed, it will further strengthen the team. Staff are positive about the induction they received and feel supported by the manager and the probationary process. All staff receive regular supervision. However, some newly appointed, qualified staff are not receiving fortnightly supervision in line with the home's statement of purpose. This reduces the opportunities available to them to develop their practice.

The manager is establishing positive relationships with partner agencies and placing authorities. He is giving positive challenge when necessary to support better outcomes for children in his care. For example, this includes representing a child's views about her current education placement and instigating a revised plan with clear aims, objectives and timescales.

The manager has a good understanding of the strengths and areas for development within the home and staff team. He is using internal and external quality assurance processes effectively to improve outcomes for children and develop staff practice. For example, after the recent difficult incidents he has provided staff with additional training and supervision to develop their practice.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: SC397092

Provision sub-type: Children's home

Registered provider: Bryn Melyn Care

Registered provider address: Edward James House, Hadley, Telford TF1 6QJ

Responsible individual: James Flanagan

Registered manager: Post vacant

Inspector

Dawn Bennett, social care inspector

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