

SC441080

Registered provider: Bryn Melyn Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The service is owned by a private company. The home is registered to accommodate three children. Children come to live at the home as a result of family or placement breakdowns. Some children have particular difficulties that make their situation very difficult, or they choose not to live in a family setting at this time. Some children have experienced abuse.

The registered manager of this home has been in post since March 2017. He is nearing the completion of the level 5 diploma in leadership for health and social care, and children and young people's services residential management pathway, and has a therapeutic childcare degree.

Inspection dates: 18 to 19 July 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: 6 March 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/03/2018	Full	Good
02/01/2017	Interim	Improved effectiveness
27/07/2016	Full	Good
15/02/2016	Interim	Declined in effectiveness

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
<p>In meeting the quality standards, the registered person must, and must ensure that staff—</p> <p>if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5(c))</p>	14/09/2018

Inspection judgements

Overall experiences and progress of children and young people: good

Staff support children with very complex needs to make good progress in most areas of their lives. They work alongside a member of the in-house clinical team to review and address children's placement plans. If children stop making progress, staff put well-considered strategies in place to re-engage them.

Staff show empathy and understanding towards children and consistently apply the home's therapeutic care model. They help children develop confidence and self-esteem and support them to experience new hobbies, activities and social settings.

Children who have been out of the education system for a significant period re-engage. Staff consistently promote their education attendance and attainment, and advocate on their behalf. As a result, considering their starting points, children make good progress.

Staff encourage and facilitate contact between children and their families, so children do not feel isolated. Staff understand the impact and anxiety that contact with family can cause children. They ensure that appropriate support is in place during these times.

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

The registered manager and responsible individual have recently raised serious concerns

about child protection with a placing authority. They have also been in discussions with the police about an increase in their involvement with the home. However, the organisation, responsible individual and registered manager have not escalated their concerns high enough within the placing authority. This has allowed poor practice to continue and had the potential to negatively affect a child. In addition, leaders have not foreseen or addressed some concerns raised by the police.

Relationships between children and staff are positive overall. Staff take time to get to know each child and understand their needs. However, these relationships are not always strong enough to prevent the influence of peers and other individuals. This has led to some violent incidents towards staff and an increase in missing from care incidents, some involving children being missing for a number of days.

When children go missing from care, staff respond promptly and go beyond the necessary steps to ensure that they return home safely. Discussions and one-to-one sessions focus on helping children understand the risks of going missing and how to keep themselves safe. When safeguarding and sexual exploitation concerns have been identified by staff, they have been sensitively managed and promptly referred.

The registered manager and staff are clear about their roles and responsibilities to safeguard children. They work in partnership with other agencies. When necessary, the registered manager will advocate on a child's behalf and challenge agreed actions to ensure that they receive the services that they need to be kept safe.

Staff recognise when children become anxious or upset. Staff step in and use a variety of de-escalation techniques to help children to manage their emotions as safely as possible. Risk management plans are clear and provide staff with guidance on how to manage children's risk-taking behaviours. When the severity of violence increased for one child, the registered manager organised advanced de-escalation training for the staff team.

The effectiveness of leaders and managers: good

The knowledgeable staff team feels well supported by a very dynamic and enthusiastic registered manager. Staff receive regular supervision and appraisals and are all appropriately trained and qualified. They are motivated by the registered manager, who is always looking at ways to improve and develop them and improve the children's outcomes.

The registered manager and deputy know the strengths of the home, such as the committed staff team and the good-quality consultation and involvement of children in their plans. They are aware of the areas of development in the home.

The registered manager has proactively supported staff who have experienced some very difficult behaviours and high-risk incidents during this period. For example, he increased staffing levels, without funding from the placing authority, when a child's physical aggression escalated. He ensured that a member of staff had access to a

clinician for counselling after a physical assault. He made the decision to end placements where the staff team was no longer able to meet children's needs. He has ensured that full staff team meetings review the end of placements to look for any lessons that can be learned.

Social workers speak highly of the 'resilience' and 'tenacity' of the staff team that is working with very complex children who have experienced multiple previous placements.

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: SC441080

Provision sub-type: Children's home

Registered provider: Bryn Melyn Care Limited

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

Responsible individual: Wayne Price

Registered manager: Daniel Old

Inspector

Dawn Bennett, social care inspector

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