

2501555

Registered provider: Bryn Melyn Care Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It provides care for up to 12 children with special educational needs and /or learning disabilities, including autism spectrum disorder.

This home also has a school on the same site which is open to children living at the home and day students. The inspectors only inspected the social care provision at this school.

The registered manager left in February 2022 and the provider is in the process of recruiting a new manager.

Inspection date: 23 March 2022

Date of last inspection: 28 September 2021

Judgement at last inspection: requires improvement to be 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 requires improvement to be good at the last full inspection. At this interim inspection, Ofsted judged that it has declined in effectiveness.

Six requirements and four recommendations were made at the previous inspection. Four of these requirements and two recommendations have not been met. As a result of this inspection, one compliance notice has been raised under regulation 13. In addition, three of the requirements from the previous inspection and one recommendation have been raised again. Three additional requirements have also been issued.

Since the last inspection, the registered manager and responsible individual have left. A new responsible individual is in post temporarily while a new responsible individual is recruited. A registered manager is also being recruited. The home is currently being overseen by the deputy.

Children's transitions into and out of the home are well planned. Staff use social stories to aid children's understanding of their moves. In addition, staff tell the children about the home and let them choose the colours for their bedrooms, which helps them to settle when they move in. However, the home's assessment to consider the impact of children moving into and out of the home was last reviewed in October 2021 and has not yet been reviewed again. This omission could mean that new risks are not being identified, resulting in the home not being able to meet children's needs.

The home is being refurbished, with some work already completed. The refurbishment has meant some rooms are more modern and designed with the children in mind. However, there are parts of the home that do not provide a homely or nurturing environment. The inspectors found that several bathrooms had no toilet paper, soap or towels. They also found that one child's bathroom did not have a toilet seat, and there was also a bathroom with urine on the floor. In addition, some children's bedrooms had no curtains or blinds, and some bathrooms had no blinds. This practice demonstrates that staff are not consistently providing basic care to the children, and it does not promote children's privacy.

Children's access to some areas of the home is restricted. This is because the doors to these areas are locked. As a result, children can only access them with the support of staff. These areas include a domestic kitchen, laundry and children's bedrooms during the day. This means that children who are able to access these areas independently are unable to do so and may have unnecessary restrictions placed on them. It also means that children are not able to develop their independence skills.

Children's plans lack detail and provide conflicting information. There is insufficient information to help staff fully understand how to help children progress. Additionally, these plans do not inform staff of the actions they should take to reduce the risks to and from children. These shortfalls could compromise children's safety and the quality of care they receive.

Children's plans do not include how staff will meet children's cultural or religious needs. This omission could result in children not experiencing what could be important aspects of their lives.

Children's plans do provide staff with information about children's preferred communication styles. However, inspectors observed little use of those methods by staff to communicate with children, and there was limited availability of symbols. As a result, children may not be able to easily express their day-to-day needs or wishes and children may not be progressing as well as they could be.

Due to the size of the home, staff use walkie-talkies to call for assistance. Although they should only be used for emergencies, the inspector overheard general conversations between staff. This could mean that staff may use them for passing on confidential or sensitive information, and as a result, this could be overheard by others.

Managerial oversight of staff practice is insufficient. The manager does not have an overview of incidents and how they are being managed. For example, trends and patterns of behaviour are not identified to develop comprehensive behaviour management plans. Additionally, physical interventions have been used but not recorded. This has resulted in managers not identifying shortfalls and challenging staff practice to improve the care of children.

Managers do take action when concerns are raised. However, staff are not always prompt in reporting concerns. This could mean children are put at risk for longer than necessary.

Managers have not made sure that staff have received all the training they need to care for children living at the home. For example, not all staff have completed safeguarding training specifically for children with disabilities and training in supporting children with autism spectrum disorder or those who use communication systems such as Makaton.

Staff have developed positive relationships with children. Inspectors observed staff being supportive of children, showing kindness and care towards them. Staff appear to know the children well. As a result, children are relaxed and happy at the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/09/2021	Full	Requires improvement to be good
25/02/2020	Interim	Sustained effectiveness
15/10/2019	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
<p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child; and</p> <p>enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(c)(i)(ii))</p> <p>In particular, the registered persons should ensure that damage to furniture and furnishings are repaired or replaced and made safe and the bathroom and bedroom windows have blinds or a way of obscuring the view. In addition, ensure that bathrooms have supplies of toilet paper, soap and drying facilities after hand washing and that sinks and baths have plugs.</p> <p>This was a requirement at the last inspection and is restated.</p>	8 May 2022
<p>The children's views, wishes and feelings standard is that children receive care from staff who—</p> <p>take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives.</p>	8 May 2022

<p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff—</p> <p>ascertain and consider each child’s views, wishes and feelings, and balance these against what they judge to be in the child’s best interests when making decisions about the child’s care and welfare;</p> <p>help each child to express views, wishes and feelings;</p> <p>help each child to understand how the child’s views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child;</p> <p>regularly consult children, and seek their feedback, about the quality of the home’s care;</p> <p>help each child to prepare for any review of the child’s relevant plans and to make the child’s views, wishes and feelings known for the purposes of that review. (Regulation 7 (1)(c) (2)(a)(i)(ii)(iii)(iv)(vi))</p> <p>In particular, the registered persons should ensure that children’s communications systems are available at all times and used as directed.</p> <p>This was a requirement at the last inspection and is restated</p>	
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child’s welfare; and</p>	<p>8 May 2022</p>

<p>are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(iii)(v)(vi)(vii))</p> <p>In particular, the registered persons should ensure that staff understand the home's safeguarding and whistle-blowing procedures and report concerns in a timely fashion.</p>	
<p>* The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(f)(h))</p> <p>In particular, the registered persons should ensure that the manager has oversight of all aspects of the children's care and take action to improve the quality of care that children receive. In addition, ensure that staff receive training that meets the needs of the children living at the home.</p> <p>This was a requirement at the last inspection and is restated</p>	<p>8 May 2022</p>
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home. (Regulation 14 (1)(a))</p>	<p>8 May 2022</p>

<p>In particular, the registered persons should ensure that plans for children provide sufficient detail to show how staff should work with children to provide consistency of care and enable children to reach their full potential.</p> <p>This was a requirement at the last inspection and is restated</p>	
<p>The registered person must ensure that—</p> <p>the privacy of children is appropriately protected;</p> <p>children can access all appropriate areas of the children's home's premises; and</p> <p>any limitation placed on a child's privacy or access to any area of the home's premises—</p> <p>is intended to safeguard each child accommodated in the home;</p> <p>is necessary and proportionate;</p> <p>is kept under review and, if necessary, revised; and</p> <p>allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (a)(b)(c)(i)(ii)(iv))</p> <p>In particular, the registered persons should ensure that children's access to parts of the home, such as kitchens, the laundry room and chill-out rooms, is reviewed so that any restriction put in place is done so only when necessary, proportionate and to safeguard the child. In addition, that the staff's use of walkie-talkies is reviewed so that they are only used in emergencies to alert others.</p>	<p>8 May 2022</p>
<p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the name of the child;</p> <p>details of the child's behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p>	<p>8 May 2022</p>

<p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure (“the user”), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so (“the authorised person”)—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)(iv))</p> <p>In particular, that the registered persons should ensure that all incidents of physical intervention are recorded and debriefs with children take place.</p>	
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* These requirements are subject to a compliance notice.

Recommendation

- The registered person should ensure that personalised care meets each child’s needs and promotes their welfare, taking into account the child’s gender, religion, ethnicity, cultural and linguistic background, sexual identity, mental health, any disability, their assessed needs, previous experiences and any relevant plans. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 14, paragraph 3.2)

Information about this inspection

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.

Inspectors have looked closely at the experiences and progress of children and young people, 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: 2501555

Provision sub-type: Residential special school

Registered provider: Bryn Melyn Care Limited

Registered provider address: Atria, Spa Road, Bolton BL1 4AG

Responsible individual: Graham Norris

Registered manager: Post vacant

Inspectors

Debbie Bond, Social Care Inspector

Nicola Lownds, Regulatory Inspection Manager

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