



Medway



Wrexham



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<https://www.keys-group.co.uk>

The inspection visit took place on 17/12/2025

Service Information:

Operated by:	Bryn Melyn Care Limited
Care Type:	Care Home Service Children's Home
Provision for:	Care home for children - with personal care
Registered places:	2
Main language(s):	English
Promotion of Welsh language and culture:	This service can provide an 'Active Offer' of the Welsh language.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Medway is a detached home that provides care, clinical support, and educational provision for up to two children aged between 7 and 17 years upon admission. The service is designed to meet the needs of children who may present with behavioural, emotional, and/or learning difficulties. The manager is appropriately registered with Social Care Wales, the workforce regulator, in compliance with statutory requirements, and a Responsible Individual (RI) is appointed for the service.

Children receive care from care staff who have a thorough understanding of their individual needs and work proactively to support them in achieving positive well-being outcomes. Systems are in place to ensure children can express their views, and their rights are consistently upheld. Children have regular opportunities to participate in activities of interest, promoting engagement and personal development. Health needs are appropriately addressed, and children are encouraged to maintain a healthy lifestyle through regular exercise and balanced nutrition.

The physical environment is maintained to a high standard, presenting as clean, safe, and homely. Bedrooms and communal areas are personalised to reflect individual preferences. Routine health and safety checks are undertaken to ensure compliance and mitigate risk. Leadership and management arrangements are robust, providing effective oversight and ensuring the delivery of quality care in line with regulatory requirements.

Findings:



Well-being

Excellent

Children's wishes and feelings are consistently respected by care staff. Children are afforded meaningful opportunities to participate in keyworker meetings to discuss their care, support, education, and any challenges they encounter, thereby promoting their ability to overcome difficulties. Children are actively supported and encouraged to attend Child Looked After reviews to contribute to decisions regarding their care, progress, and future planning.

Children provided positive feedback during the inspection. Children reported feeling safe, respected, and listened to within the home. They confirmed that their views are considered in relation to meal choices and that they are encouraged to engage in additional activities, including rugby. This demonstrates that the service promotes participation and supports children's individual interests and preferences.

Personal plans and provider assessments are current and reviewed as required, ensuring that care staff and children follow accurate and up-to-date care and support plans.

The service can provide an 'Active Offer' of the Welsh language, a Welsh version of the children's guide is available, and a Welsh notice board promotes learning of words and phrases for staff and children. Educational provision is appropriate, with one child attending a special educational school with good attendance and another child is supported by a provider school that meets their behavioural and educational needs.

Children's physical and emotional health needs are met through access to universal health services and specialist provision where necessary. They are encouraged to maintain a healthy and active lifestyle, including a balanced diet. Care staff facilitate family contact and provide opportunities for children to engage in a wide range of activities, trips, and holidays. All staff have completed safeguarding training and demonstrate awareness of procedures to protect children and respond appropriately to concerns. Policies and procedures are in place to guide practice and ensure children's safety.

The service demonstrates a strong commitment to safeguarding children from abuse, neglect, and harm. Comprehensive safeguarding policies and procedures are in place and are understood by care staff, ensuring consistent implementation across the home. All care staff have completed mandatory safeguarding training and demonstrate clear awareness of their responsibilities to protect children and respond appropriately to any concerns.

Children are provided with a secure and nurturing environment where they consistently report feeling safe. The physical environment is well-maintained and designed to promote safety and well-

being. Effective systems are in place to identify, assess, and manage risks promptly, including individual risk assessments that are regularly reviewed and updated to reflect changing needs.

The service maintains strong links with external agencies, including local safeguarding boards and health professionals, to ensure a coordinated approach to child protection. Any safeguarding concerns are reported promptly in line with statutory requirements, and records demonstrate thorough investigation and resolution.

Overall, safeguarding arrangements at Medway are robust, proactive, and child-centred, ensuring that children's safety and well-being remain the highest priority.



Children at Medway receive care and support of an excellent standard, enabling them to achieve their personal outcomes. Provider assessments are robust and include detailed risk assessments, the views and wishes of each child, and feedback from professionals and parents. Children are provided with a comprehensive children's guide, ensuring they understand their rights and the support available to them. Key worker sessions with children focus on their emotional well-being, and actions are implemented promptly to reduce identified risks. Planning for each child's future are supported by dedicated care staff, with clear goals outlined in personal plans. Children maintain contact with their families where appropriate, and this is actively supported by care staff. Feedback from managers, social workers, care staff, and children confirms that the service promotes safety, stability, and positive outcomes. The impact of this approach is evident in children feeling safe, respected, and listened to, while being supported to develop resilience, sustain relationships, and progress towards their individual goals.

Personal plans at Medway are robust, up to date, and reviewed regularly following each Child Looked After (CLA) review, at least every three months, or sooner if there is a significant change in a child's care needs. Children are actively involved in these reviews and are supported to engage meaningfully in their CLA meetings. Children's plans are strength-based and outcome-focused, providing clear guidance to care staff on how best to meet each child's needs. Children reported they contribute to their plans through keyworker sessions, ensuring their preferences, routines, and wishes are captured within the context of appropriate boundaries. Each child has a Personal Educational Plan and a Behaviour Support Plan, both of which are reviewed and updated when required. The model of care is child-centred, delivered through consistent routines, positive relationships, and tailored interventions. Risk assessments are comprehensive and kept under review, with updates made promptly to address emerging risks and ensure children's safety and well-being.

Children report feeling safe, respected, and listened to by care staff. Children report they are becoming less anxious, more settled, and better able to learn and sustain friendships with the support of the care staff. The Keys model of care supports emotional resilience, educational progress, and preparation for future independence, demonstrating excellent outcomes for children living at Medway.

On arrival at the service care staff check our Identification and we were required to sign the visitors book when we arrived and when we left. Safeguarding is a clearly defined and consistently prioritised area of practice at Medway. Care staff receive regular, structured training and updates, ensuring they remain confident and competent in identifying and responding to safeguarding concerns. The service promotes a strong culture of vigilance and accountability, supported by well-established reporting procedures. When concerns arise, prompt and appropriate action is taken in

line with statutory requirements, reflecting a proactive and responsive approach to safeguarding.

Medication Administration Records (MAR) are consistently and accurately maintained throughout the service. Each MAR contains all required details, including prescribed dosage, administration times, and the identity of the care staff responsible, with appropriate signatures confirming administration. Regular audits of medication stocks and MAR documentation are conducted to ensure full compliance with the provider's medication policy. These audits enable prompt identification and resolution of any discrepancies, supporting safe and effective medication management.



Environment

GOOD

Medway is a detached property located near Wrexham, providing children with access to a range of local amenities. Each child has their own bedroom, which is suitably furnished to promote comfort and privacy. Externally, the home benefits from a car park and a large garden, offering space for outdoor activities. The service provider is currently refurbishing both bathrooms to enhance facilities and maintain high standards of hygiene and comfort.

The physical environment at Medway supports children's wellbeing through thoughtful design and attention to individual needs. Bedrooms are personalised, offering children privacy, comfort a sense of ownership over their space. Communal areas are arranged to promote positive social interaction, while also incorporating quiet areas suitable for reflection or one to one support.

The layout and furnishings throughout Medway are age appropriate and contribute to a calm, structured, and nurturing environment. Medway demonstrates good practice by providing children with a safe, stable, and engaging environment where they feel valued, listened to, and supported.

The service provider's maintenance team oversees some of the homes maintenance and the service uses local tradesman when needed, ensuring that Medway remains safe and compliant with current legislation and national guidance. Care staff complete regular health and safety, fire safety, and environmental checks. Certifications relating to the testing of electrical equipment and appliances confirm that all items are maintained and meet safety standards. The service provider has committed to a full refurbishment of both bathrooms to replace outdated facilities. This investment demonstrates a proactive approach to maintaining and enhancing the living environment for children, ensuring that the home remains comfortable, modern, and aligned with best practice standards for care settings.

Each child has a Personal Emergency Evacuation Plan (PEEP) that is tailored to their individual needs and circumstances. Care staff receive comprehensive training in fire safety procedures, ensuring they are fully prepared to respond effectively in the event of an emergency. These arrangements demonstrate the service's strong commitment to maintaining a safe, secure, and well-prepared environment for all individuals on site.



Leadership & Management

Excellent

Leadership and management at Medway are exemplary, setting a high standard for best practice within the home. The service demonstrates robust governance arrangements that ensure smooth operational delivery and consistently maintain high standards of care and support. Governance is not only compliant with regulatory requirements but also proactive in driving improvements for children.

The manager provides strong, hands-on leadership and successfully supports the care team around a clear and ambitious vision that prioritises children's wellbeing and positive outcomes.

This leadership approach supports a collaborative and supportive environment where care staff feel valued and empowered to deliver exceptional care. Care staff report the manager supports and motivates the team. This is evident in the high levels of care staff engagement and commitment observed throughout the inspection.

A well-established culture of continuous improvement is embedded across the service. This is supported by a comprehensive quality assurance framework that includes scheduled internal audits, quarterly statutory visits by the Responsible Individual (RI), and structured monitoring systems. The systems which are in place ensure transparency, accountability, and focus on improvement. The RI's visits are documented in accordance with Regulation 73 of the Regulated Services (Service Providers and Responsible Individuals) Regulations, encompassing premises inspections, reviews of complaints, and regular updates of care records. This oversight informs the six-monthly Quality of Care Review, providing CIW with auditable evidence of the service's commitment to safeguarding, quality, and ongoing development.

Staffing arrangements are consistently sufficient, well-qualified, and responsive to the individual needs of children. The manager ensures that the service operates in full accordance with its Statement of Purpose, and that recruitment, induction, and training processes are robust and effective. Care staff demonstrate high levels of competence, motivation, and dedication, and their passion for improving children's lives directly contributes to the positive progress and outcomes achieved.

The service operates with openness and transparency, ensuring that children, their families, and professionals receive accurate and timely information about service delivery. Governance processes actively involve children, families, and relevant professionals, ensuring that care planning and service delivery remain responsive and focused on individual children's wellbeing demonstration positive outcomes. This inclusive approach reflects the service's commitment to promoting dignity, respect, and the rights of children, in line with CIW's rights-based framework.

Comprehensive and well-maintained documentation underpins all aspects of governance and quality assurance. The documentation not only supports the RI's oversight responsibilities but also provides clear evidence of compliance with regulations and the service's dedication to continuous improvement. These practices demonstrate a strong leadership and management culture that prioritises excellence, accountability, and the best possible outcomes for children.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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