

1246521

Registered provider: Hillcrest Children's Services Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

Part of a private organisation, this children's home offers 52-week care, education and assessment to girls between the ages of eight and 17 years. It can accommodate up to 14 girls across two homes.

Inspection date: 21 March 2018

Judgement at last inspection: outstanding

Date of last inspection: 27 September 2017

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 outstanding at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

At the inspection in September 2017, two recommendations were made in relation to staff supervision and the young people smoking on site. In the six months since then, leaders and managers have dealt with these issues effectively.

Records on the electronic system, together with information from the registered manager, evidence that he now receives regular supervision from the responsible individual. The increase in frequency of formal supervision meetings means that the registered manager now has the opportunity to reflect on his practice and the needs of the children.

Staff are also working extremely hard to address the issues around some young people smoking. Practical steps include using a progressive reward chart, which has been developed with the children, educating them on the risks to their health, attending

appointments to help them cease smoking, and building their emotional resilience. While they have not yet stopped altogether, huge progress has been made and the staff are much clearer about conveying the message that they do not condone smoking.

Since the last inspection, in September 2017, the service has continued to grow at a steady pace. The second home on the site has now opened, the numbers of children placed have increased and the management team has developed. Alongside all of this, there have also been some challenges. This includes some staff turnover and an increase in incidents. However, using his knowledge and experience, the registered manager has managed this well, with minimal disruption to the service.

The excellent monitoring arrangements in place have enabled the registered manager to retain oversight across both homes. The systems put in place ensure that information is received on a regular basis about all aspects of the day-to-day arrangements. For example, through this process, the registered manager was able to quickly identify the gaps in staffing and take action to rectify this by putting a recruitment strategy in place.

During this period, the young people's placements have remained stable and the staff have continued to meet their individual needs. Because of this, all of the young people have made progress from their starting points. Within this relatively short time frame, there have also been four new admissions to the service. The clear decision-making by the registered manager and well-thought-out risk assessments have ensured that the young people have been matched to the appropriate home to meet their needs.

The leaders and managers have focused their attention on ensuring that the new staff are trained in, and understand, the ethos and approach to care. There has been a real emphasis on ensuring that young people's emotional health and well-being remains a priority. This includes supporting them through difficult periods.

The recent increase in incidents and notifications to Ofsted has largely been in relation to the new young people while they settle in. However, informed staff know and understand these young people's individual triggers and manage these well. Good-quality key-work sessions enable the young people to explore their behaviour and learn coping strategies.

The registered manager has a clear vision for the future growth and development of the service. Part of this work has been to support the deputy managers to develop their specialisms in each of their respective homes. In particular, this will enable the older group of young people to focus on independence.

The deputy managers have received specific training in the underpinning theoretical model. This will ensure that they continue to work in line with the statement of purpose while they create the culture and identity of their respective houses.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/09/2017	Full	Outstanding

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.

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.

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: 1246521

Provision sub-type: Children's home

Registered provider: Hillcrest Children's Services Ltd

Registered provider address: Turnpike Gate House, Alcester Heath, Alcester B49 5JG

Responsible individual: Mark Birkbeck

Registered manager: Bret Noades

Inspector(s)

Amanda Harvey, social care inspector

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