

SC011972

Registered provider: Hillcrest Children's Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately operated children's home. It is registered for up to six children and young people. Currently, only boys are accommodated. The home specialises in caring for children and young people who have experienced trauma in their lives and may exhibit some behavioural difficulties.

The manager was registered with Ofsted on 29 November 2011.

Inspection dates: 8 to 9 August 2018

Overall experiences and progress of children and young people, taking into account	outstanding
---	--------------------

How well children and young people are helped and protected	good
---	------

The effectiveness of leaders and managers	outstanding
---	-------------

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 10 January 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/01/2018	Full	Good
21/03/2017	Full	Good
22/08/2016	Interim	Sustained effectiveness
15/03/2016	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
After consultation with the fire and rescue authority, the registered person must— take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children's home. (Regulation 25(1)(a))	30/11/2018

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Competent and thoughtful staff understand the benefits of the model of care described in the statement of purpose. This informs their practice and approach to parenting. Children respond to this extremely well and are making progress in all areas of their lives.

Staff know the children very well and have developed meaningful relationships with them. During the inspection, it was very evident that the children also enjoyed spending time with the staff. Observation of the evening mealtime captured this beautifully and showed the strong attachments that exist between them.

The stable and nurturing environment which is provided instils a sense of permanency in children and this encourages them to develop a sense of belonging. A child told the inspector, 'I love it here. The staff are caring, and I feel safe.'

Highly skilled staff understand the benefits of routines and boundaries for children's overall development. Working together as a team, they apply these consistently. Children know and understand what is expected of them and they work hard at this because of the trusting relationships they have developed with staff.

Enthusiastic staff engage the children in positive experiences. Individual and group activities are arranged, which match their interests and hobbies. All of the children have strong links to the local community and have joined clubs and made friends with children outside of the home.

How well children and young people are helped and protected: good

The staff's approach to behaviour management is excellent. Their meticulous attention to detail runs through everything they do, from formulating comprehensive plans and guidance to the way in which they interact with children. Children respond positively to this and, as a result, incidents are infrequent and sanctions rare.

Proactive staff involve children in plans that help to keep them safe. Detailed risk assessments identify potential risks and triggers and inform staff's daily practice. Older children are encouraged to take measured risks in line with their goals. This enables them to develop important life skills. A child told the inspector, 'I now travel independently to visit my family.'

Key work sessions are creative and cover a wide range of relevant topics, for example, using YouTube to demonstrate visually why seatbelts should be worn. Staff used this effectively to give the child the skills and knowledge to help them learn the importance of travelling safely in the car following an incident.

Staff are fully trained in fire safety and have shown that they know the procedure to follow having had to evacuate the building following a small fire in the kitchen. However, one member of staff did re-enter the building to tackle the fire, which is a breach of the internal policy. While the impact of this was minimal, it may have resulted in actual harm.

Fire extinguishers are accessible in all areas of the building except the upstairs landing. Staff on duty explained that these had been locked away to prevent them being used inappropriately. However, these concerns were not related to the current group of children. The responsible individual acknowledged that this was an oversight and agreed to review this and the fire incident with the fire authority.

The effectiveness of leaders and managers: outstanding

The registered manager is very experienced and holds the relevant qualification in leadership and management.

She is passionate about improving the lives of the children. Her commitment and enthusiasm resonate across her staff team. She is supported by a team of competent managers and senior staff who all have clear, delegated tasks. This contributes to the smooth running of the home, including in her absence.

Continual professional development is promoted. Leaders and managers have successfully created a genuine learning culture. New staff said that the induction process prepares them well for their roles. Ongoing training and support, including supervision meetings, make the staff feel valued. Even when staff leave, they typically stay on in a

casual role or remain in touch.

Rigorous monitoring arrangements focus on good outcomes for children. The independent visitor provides detailed scrutiny of the overall care practice. Leaders and managers use this effectively to raise standards. This is reflected in the overall progress the children make.

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: SC011972

Provision sub-type: Children's home

Registered provider: Hillcrest Children's Services Ltd

Registered provider address: Hillcrest Children's Services Ltd, Turnpike Gate House, Alcester Heath, Alcester, Warwickshire B49 5JG

Responsible individual: Clifford James

Registered manager: Rachel Burgess

Inspector

Amanda Harvey, social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence>, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: <http://www.gov.uk/ofsted>

© Crown copyright 2018