

Children's homes – Interim inspection

Inspection date	22/08/2016
Unique reference number	SC011972
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Hillcrest Childrens Services Limited 04409479
Registered provider address	Langstone Gate, Solent Road, Havant, Hampshire PO9 1TR

Responsible individual	William Crosby
Registered manager	Rachel Burgess
Inspector	Keith Riley

Inspection date	22/08/2016
Previous inspection judgement	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 good at the full inspection. At this interim inspection Ofsted judge that it has sustained effectiveness.	
Children and young people live in a home with a culture where their needs are placed first. They continue to make good progress and enjoy living in the home. A professional report stated, '(name of child) likes the home and is making good progress.' Children and young people develop social skills and confidence to build relationships within the wider community. They attend local youth groups and are able to go on camping trips with their friends. Staff plan carefully to manage individual anxieties, working sensitively with youth group leaders. School attendance is excellent and young people are on target for good grades at GCSE level. Staff continue to promote the health of children and young people successfully. A young person is now able to engage with dental treatment. The registered manager expects high standards from herself. She has responded very well to the previous requirements made at the last inspection. She has progressed her own training in both management and practice. She immediately applies her learning to the workplace. She has reviewed the behaviour and sanctions procedure with staff and agreed clear guidelines. The manager is ambitious to provide the best possible service to the children and young people in her care. She shows a good leadership style, including staff in the decision-making process so that there is ownership of the problem and the solution, for example the introduction of key work monitoring forms used during the supervision process. She has reviewed the risk assessment process, so that it is now several succinct documents rather than a lengthy record with a great deal of text. The registered manager expects a high standard from her staff. She deals with any practice issues, such as medication errors. She uses all strategies at her disposal, such as training, supervision and disciplinary procedures, to promote the best quality of care. However, she has not considered a referral to the disclosure and barring service when there have been ongoing practice concerns. Staff advocate for children and young people. They recommend contingency plans to allow for a child or young person to return to their care if necessary, following a planned discharge from the home. They negotiate leaving dates in the best	

interests of children and young people, for example to allow them to go on holiday with their peers so that there is a positive ending to their placement. Since the last inspection, there have been discharges to foster care or the family home. One young person was able to move to one of the organisation's other homes in his own local authority area. In one case, the registered manager believes medical information was missing from a referral for a young person admitted. She has arranged a meeting with a key professional to discuss and reflect on the placement and the information the placing authority provided.

Staff follow the safeguarding procedure. Senior managers are on call to provide advice and guidance. The registered manager has developed a professional relationship with the designated officer for safeguarding in the local authority, as per the requirement made at the last inspection. She follows his instructions carefully, keeping all safe, for example in the event of an allegation. Staff are diligent in reporting concerns through the correct channels. Although staff took appropriate action in one case, they did not reassure the child what they would do with the information the child gave to them, but invited them to make a complaint next time.

The registered manager continues to monitor the home well. She has a good grasp of the daily working of the home and any spikes in statistics, such as physical intervention. She reviews such interventions to ensure that they are in accordance with regulation and there is learning from each event. She provides support to staff, for example when a young person has hurt them during an incident. The six-monthly statutory reports provided to Ofsted are succinct. The manager reflects on what is working well and formulates an action plan for the next period. She welcomes independent scrutiny, such as from the monthly independent visitor. The independent visitor identifies the pertinent issues and the manager responds thoroughly to the recommendations.

Children and young people still have a long journey to the provider's school. Staff underpin this with a comprehensive risk assessment. The organisation is advancing its development plan to open a school nearer to the setting.

There have been no complaints since the last inspection. No children or young people were available to talk to during the inspection.

Information about this children's home

A private organisation owns and manages this home. The home is registered to accommodate up to six children, irrespective of gender. It specialises in providing care for children who have experienced trauma in their lives and display a variety of behavioural problems. Currently the home offers accommodation for boys only.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/03/2016	Full	Good
12/08/2015	Interim	Improved effectiveness
16/02/2015	Full	Good
23/10/2014	Interim	Sustained effectiveness

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions which must be taken so that the registered person(s) meets 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
In order to meet the leadership and management standard, the registered person is required to: Ensure that staff have the skills to meet the needs of each child, especially reassurance as to the next steps in the event of an allegation. (Regulation 13 (2)(c))	30/09/2016
Notify HMCI and each other relevant person without delay if there is any other incident relating to a child the registered person considers to be serious, this especially applies to the disclosure and barring service. (Regulation 40 (4)(e))	30/09/2016

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, 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 who 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.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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'.

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