

Inspection report for children's home

Unique reference number	SC011972
Inspector	Bridget Goddard
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Hillcrest Childrens Services Limited
Registered person address	Langstone Gate Solent Road HAVANT Hampshire PO9 1TR
Responsible individual	William Mathew Crosby
Registered manager	Clifton James Soares / Rachel Jane Burgess
Date of last inspection	14/01/2014

Inspection date	23/10/2014
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Previous inspection	good progress
Enforcement action since last inspection	none

This inspection

This home was judged outstanding at the last full inspection. At this interim inspection Ofsted judge that it has **sustained effectiveness**.

This home is one of two geographically close homes run by the same company. They are managed by the same Registered Manager. One home has had a major refurbishment, and the other is temporarily closed while it too is refurbished. This means that all young people are living in the refurbished home and all staff are working from there. This arrangement is a recent one, but has been thoughtfully planned and is working well. Young people know each other and still have familiar staff, their opinions have been listened to on décor, and they show pride in their newly updated home.

This home maintains their commitment to young people even when they have left. Staff are in contact with most young people, and on occasion have offered support to new carers. Young people have usually moved on positively to planned placements that have been assessed as more appropriate for example, moves to foster carers. Placement breakdowns or unplanned moves are rare in this home.

Young people's progress is well-monitored by care staff and by sound management systems. Young people have individualized targets linked to their care plan, and there are clear processes for assessing progress which appropriately involve young people. This system has proved effective in achieving positive outcomes, for example some young people are now much healthier than they were and others no longer use risky substances. All young people are in education or training and the home is highly effective at proactively supporting such arrangements so that they sustain.

Young people feel safe in this home and are kept safe by staff who are committed to achieving the best for them. Young people know this, and say, 'you can just tell that staff actually care about you'. Staff are well-supported by both management and clinical supervision. This helps them understand what lies underneath any presenting

behaviour, and encourages them to develop strategies to deal with it.

The home has strong relationships with the Police and this helps them have effective and safe processes should young people go missing. Police are rarely called to the home because of behavioural incidents, and levels of physical restraint are low. Recording following such an incident is very detailed, but does not give sufficient information about the duration of a hold. This limits the effectiveness of management oversight of such incidents. However, overall the home has a strong everyday behaviour management system which focuses on rewarding positive, behaviour. This is clearly usually effective, and young people think it is 'fair'.

At the last inspection no requirements or recommendations were made. One recommendation is made as a result of this inspection.

Information about this children's home

A private organisation owns and manages this home. The home offers residential placements for up to six children of either sex, who are between the ages of eight and 16 years. It specialises in providing therapeutic care for children who have experienced trauma in their lives and display a variety of behavioural problems.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/01/2014	Interim	good progress
13/06/2013	Full	outstanding
23/01/2013	Interim	good progress
21/08/2012	Full	outstanding

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

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- ensure that all records kept by the home are completed in line with regulations. This specifically relates to ensuring that records relating to incidents of physical restraint detail the duration of the particular hold. (NMS 21.2)

What inspection judgements mean

At the interim inspections 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

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.