

SC034415

Registered provider: Hollybank Trust

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a charitable trust. It provides a mix of short breaks and long-term care for up to seven children and young people with physical disabilities, sensory impairment and learning disabilities.

At the time of the inspection, three young people were living at the home on a permanent basis, and two were staying under short-break arrangements.

The manager of the home registered with Ofsted in March 2023.

Inspectors were aware during this inspection that a serious incident that occurred at the setting since the last inspection is under investigation by the appropriate authorities. While Ofsted does not have the power to investigate incidents of this kind, actions taken by the setting in response to the incident were considered alongside other evidence available at the time of the inspection to inform inspectors' judgements.

Inspection dates: 19 and 20 August 2024

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 14 June 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/06/2023	Full	Good
07/03/2023	Full	Requires improvement to be good
16/03/2022	Full	Good
18/02/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Extensive efforts have been made by staff to make the environment more homely and stimulating for the young people to enjoy. The corridors have been adorned with solar system and space themed decorations photos of the young people. There has been a concerted effort to adapt the lounge to make this a more comfortable environment for the young people and the staff.

The staff consistently seek and act on the young people's wishes and feelings. This ensures that each young person's individual voice is heard and valued. Staff understand the individual communication needs of each of the young people. They are regularly involved in making daily decisions, such as choosing what to wear and what activities they would like to take part in. The young people have a sense of belonging to the home because they are actively involved in the decision-making processes throughout the home.

Young people are supported with important transitions. When they are due to move on, transition plans are put in place as soon as their next home is identified. The staff work with the speech and language therapist to ensure that the young person moving on is given the same consistent message about what is happening next. They are taken for visits to help them become more familiar with their new home. Effective communication and clear plans ensure that any new staff are kept up to date with the young people's needs.

Respite care is diligently planned alongside the young people's parents and carers. Parents receive a daily diary which goes through the entirety of each young person's stay at the home. This gives the parents a valuable insight into their child's care. Parents speak positively about the communication with the staff, and of the care that is provided to their child. One parent said, 'I cannot speak highly enough of the staff. The communication is great, and the staff always put my child first'.

The young people are supported to participate in various activities. They enjoy trips to the seaside, boat rides, horse riding, football matches, meals out, shopping trips and they have use of the on-site hydro-pool. The young people also have fun in the home with arts, crafts, painting and playing with sensory toys. These activities develop important skills for the young people, including socialising and making friends with their peers.

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

There are risk assessments, safety plans and protocols in place to ensure that the young people are provided with consistency of care in line with their needs. Plans for safe sleeping, moving and handling, feeding and the use of emergency medication all

have the clear oversight of the occupational therapist. This ensures that the staff know how to keep the young people as safe as possible with all aspects of their care.

Staff are knowledgeable and confident in managing the young people's medical needs. Health professionals are involved appropriately, and medical reviews take place routinely. Staff know what to do in the event of an emergency, and new staff are trained in these protocols. All health and well-being needs are met in this home.

Fire safety is a priority in the home. All the young people who live at the home or access short breaks have up to date emergency evacuation plans. In addition, most of the staff are trained fire marshals. Fire drills are conducted twice weekly to reinforce the process to the staff. Evening drills tend to be simulations in the absence of the fire alarm being triggered. This reduces the likelihood of causing the young people any undue distress.

There are no records of engagement with parents around their wishes concerning their children's intimate care. Additionally, the staff in the home have not been equipped with the skills and knowledge to support the young people with their sexual health. This leaves a deficit in staff's ability to effectively support young people as they develop and grow into adults.

The effectiveness of leaders and managers: good

The staff speak extremely positively about the support they received from the manager recently during a difficult time in the home. Staff said that she has been 'strong' for them and that she continues to help them through this period. Counselling has been arranged for those staff who wish to access it. The staff are confident in the support that they receive from the manager and say that she is always available for them.

The manager demonstrates a strong child-focused approach, showing genuine care for the young people. She takes the time to get to know them individually. The young people respond positively to the manager, clearly indicating they feel comfortable and familiar with her. She understands the home's strengths and is committed to the home's ongoing development.

New staff say that they are welcomed into the home. They speak positively about the induction process and the support that they receive. New staff feel comfortable approaching any member of staff for advice and guidance and are confident that they will receive the help that they need.

The manager pursues learning events when she deems that standards in practice have dropped. This is done sensitively but assertively. There is a drive from the manager to ensure that the young people's care is consistently of a high standard. The staff understand this and there is a real sense of togetherness and shared ethos in the home.

Staff record all incidents relating to the young people, but some significant details are missing that hamper learning. There are also timings that are absent from some records. Not all incidents are followed up with the manager's oversight. Although social workers and parents are informed, the absence of the manager's oversight means that their accountability is not transparent.

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

Statutory requirements

This section sets out the actions that the registered person must take to meet The Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person must comply within the given timescales.

Requirement	Due date
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date. (Regulation 36(1)(a)(b))	1 October 2024

Recommendation

- The registered person should ensure that, in line with their individual health plans and the ethos of the home, young people are offered advice, support and guidance on health and well-being to enhance, and supplement that provided by their school through Personal, Social and Health Education (PSHE). Staff should have the relevant skills and knowledge to be able to help young people understand key areas of health and well-being such as, but not limited to, sexual relationships, growing up and puberty. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.18).

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, 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: SC034415

Provision sub-type: Children's home

Registered provider: Hollybank Trust

Responsible individual: Ailsa Moore

Registered manager: Georgie Robertshaw

Inspectors

Jo Birtwhistle, Social Care Inspector

Steve Guirey, Social Care Inspector

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