

SC398385

Registered provider: Hillcrest Children's Services (2) Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care for up to three young people who may have emotional and/or behavioural difficulties. The home is privately owned and forms part of a large social care organisation.

Inspection date: 19 March 2018

Judgement at last inspection: good

Date of last inspection: 26 June 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 good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

At the last inspection in June 2017, two recommendations were raised. These have been met. The manager now ensures that young people understand risk and how to keep themselves safe. Transition planning for newly admitted young people is also good. As a result, young people settle into the home quickly.

The manager and staff work hard to get to know new young people and understand their needs. Impact risk assessments are detailed and give a true reflection of the new young person's needs and the potential impact on other young people living at the home. In one instance, a young person had significant health needs. In response, the manager and staff worked alongside medical staff to fully understand these needs. One young person had to move on from the home quickly due to their risky behaviour. The manager made this decision for safeguarding reasons and to protect other young people.

Young people continue to receive a good level of care and make good progress. In particular, young people's emotional well-being improves. Key-work sessions focus on young people's needs, and staff skilfully discuss sensitive topics such as healthy relationships and online safety. Young people increasingly explore difficult thoughts and feelings with staff and the in-house clinical team. As a result, young people are more settled and enjoy positive experiences like forming friendships and attending social events. A young person told the inspector, 'I'm a lot more social. I can speak to people more. It has helped me become a bit more independent.'

Staff work closely with the in-house clinical team and receive regular consultation and advice. This supports staff to understand and implement the home's therapeutic model of care. As a result, young people receive care from staff who know them well and respond to their needs effectively.

Staff manage safeguarding concerns well. Records are detailed and show the actions taken by staff to keep young people safe. However, staff do not always undertake debriefs with young people following a restraint. As a result, young people do not have the opportunity to talk about what happened with somebody who was not involved in the incident.

Staff work effectively with partner agencies. For example, the manager and teachers recently worked together to keep a young person safe in school. Staff also work with local police to develop missing-from-care protocols. A police community support officer told the inspector, 'During a recent missing-from-care incident, we found the young person quickly due to staff sharing information.' This collaborative approach helps to keep young people safe.

The manager ensures that shared spaces in the home are well presented. The lounge has recently been decorated and a new kitchen is in place. Future plans include a new settee and carpets. However, staff need to ensure that young people's bedrooms are kept clean and tidy.

The manager regularly monitors young people's behaviour to identify patterns and trends. This helps staff to develop their practice and respond appropriately to young people's needs. The manager has a strengths-based approach and celebrates young people's achievements. For example, the manager records daily achievements and focuses on four 'success stories' each month. This gives young people a sense of pride and boosts their self-esteem.

The manager is in the process of updating the home's development plan. This has a particular focus on staff development. The manager promotes a learning environment that encourages staff to learn from each other and reflect on their practice. Staff feel supported by the manager and morale is high. This ensures that young people receive consistently good care from a motivated staff team. A member of staff told the inspector, 'Staff morale is much better. In team meetings we are much more open. It's just a nice place to work. The young people just see it as their home.'

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/06/2017	Full	Good
12/01/2017	Interim	Improved effectiveness
05/07/2016	Full	Requires improvement
23/03/2016	Interim	Sustained effectiveness

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
The quality and purpose of care standard. In particular, the standard in paragraph (1) requires the registered person to provide to children living in the home the physical necessities they need in order to live there comfortably (Regulation 6 (1)(2)(vii)) In particular, ensure that young people's bedrooms are kept clean and tidy.	23/04/2018

Recommendations

- Ensure that any child who has been restrained is given the opportunity to express their feelings about their experience of the restraint as soon as is practicable, ideally within 24 hours of the restraint incident, taking the age of the child and the circumstances of the restraint into account. Children should be encouraged to add their views and comments to the record of restraint. ('Guide to the children's homes regulations including the quality standards', page 50, paragraph 9.60)

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: SC398385

Provision sub-type: Children's home

Registered provider: Hillcrest Children's Services (2) Ltd

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

Responsible individual: Jarrod Elcock

Registered manager: Mark Duckers

Inspector

Gareth Leckey, social care inspector

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