

SC437128

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

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to three children whose adverse childhood experiences and trauma can lead to them exhibiting complex behaviours. A large national provider operates this home.

The manager has been in post since September 2022 and is yet to register with Ofsted.

Inspection date: 15 November 2022

This monitoring visit

This visit examined the progress made in meeting the compliance notice which was reissued at the last inspection. Furthermore, this visit was carried out to review the suspension notice issued by Ofsted on 9 August 2022.

Since the last visit, the manager has carried out a review of staff's skills and knowledge. She has used systems to encourage staff to reflect and assess their own strengths and areas for development. Furthermore, the manager has carried out observations of staff's practice when working with children in the company's other homes. This has assured the manager that staff have the skills and confidence to take action to keep children safe.

Leaders have introduced systems to upskill and develop staff's knowledge and understanding in relation to safeguarding children. For example, in team meetings and supervision sessions, staff have engaged in focused workshops and scenarios relating to whistle-blowing, allegations, key work, responding to complaints and physical restraint. The manager has tested staff's knowledge and used feedback from children and leaders from other homes to assess staff's performance. This means that staff are more confident in applying strategies to safeguard children.

The manager and acting responsible individual have ensured that all internal investigations into previous allegations made by children have been completed. Findings from these investigations have meant that leaders have used learning to take action to improve staff's practice. This reassures Ofsted that leaders can take action to improve the care received by children.

Since the last inspection, leaders and managers have attempted to recruit and redeploy staff to work in the home. However, the recruitment programme has been unsuccessful. At the time of the inspection, there were only three members of staff available to work in the home. Furthermore, the manager's assessment of the staffing situation was that two members of staff were not yet suitably experienced or qualified to be able to lead shifts in the home. Consequently, the home does not have enough staff to provide care for children.

As a result of this visit, Ofsted found that the compliance notice had not been fully met and the notice suspending the registration of the home has been reissued. Some of the requirements and one recommendation raised at the last inspection were not reviewed during this inspection and are restated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/08/2022	Full	Inadequate
16/06/2021	Full	Good
15/01/2020	Full	Good
27/02/2019	Full	Outstanding

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; and ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(a)(c)(d)(e)) In particular, leaders must ensure that the home has sufficient and suitably experienced staff to work with children and protect them from harm. This requirement was made at the last inspection and is restated.	13 January 2023
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that— medicines kept in the home are stored in a secure place so	13 January 2023

as to prevent any child from having unsupervised access to them. (Regulation 23 (1) (2)(a)) In particular, the registered person should ensure that all medicines are stored in a secure place to prevent children from having access to them.	
A responsible individual must— have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated. (Regulation 26 (7)(b)) This specifically relates to the responsible individual's oversight and monitoring of the home and ensuring that the home's child protection policies are followed. Furthermore, the responsible individual should ensure that systems are in place to support the registered manager in reviewing significant incidents with children in the home.	13 January 2023
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c)) In particular, leaders must ensure that all allegations made by children against adults are notified to the regulator in a timely manner.	13 January 2023

Recommendation

- The registered person should ensure that all staff in a care role, including external agency or bank staff, have the qualification in regulation 32(4) within the relevant time frame listed in regulation 32(5). The registered person may extend the time frame if the member of staff has not worked in the role for a prolonged period, for example if they have been on sick leave or maternity leave, or if it is not reasonable to expect the member of staff to complete the qualification in this time frame due to the hours they work. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.12)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC437128

Provision sub-type: Children's home

Registered provider: Hillcrest Childrens Services (2) Limited

Registered provider address: Atria, Spa Road, Bolton, Greater Manchester BL1 4AG

Responsible individual: Post vacant

Registered manager: Post vacant

Inspector

Dean Wilton, Social Care Inspector

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