

# SC415347

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

Interim inspection

Inspected under the social care common inspection framework

## **Information about this children's home**

This home is registered to provide care and accommodation to four children and young people with emotional and/or behavioural difficulties.

**Inspection date:** 16 March 2018

**Judgement at last inspection:** good

**Date of last inspection:** 11 September 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 improved effectiveness.

The registered manager has taken positive action to meet the three previous recommendations. Redecoration and improvements have ensured that young people have a more comfortable and homely environment in which to live. The registered manager has a development plan in place with clear deadlines in respect of planned improvements. These include a replacement kitchen. The plan of work incorporates the wishes and views of young people and this means that they are contributing to the running of the home and that their opinions are valued.

The new placement plan format is more individualised and details how young people's objectives will be met. Tailored key-working sessions take place with young people based on these aims. This means that young people are making progress and that work undertaken with them is

pertinent to their individual needs.

Risk assessments have improved. They now identify all known risks and triggers. In addition, they are now much clearer about the action that staff must take to reduce risk. This means that staff are clear about the dangers that young people face and their responsibility to reduce these.

Staff keep young people safe. Young people do not go missing and there have been no physical interventions. Young people said that they feel safe. Committed and highly trained staff are knowledgeable and vigilant regarding child sexual exploitation and internet safety issues.

Young people have a positive experience living in this home. They are provided with stability through a consistent team of staff members who know them very well and with whom they have warm and trusting relationships. Young people have fun with staff, for example sharing jokes. Together they have enjoyed activities such as climbing Snowdon to raise money for a local hospice. Enthusiastic staff offer support to young people to develop their interests and talents, which helps young people to develop a positive sense of self-esteem. Young people are making progress in all areas of their lives. One young person is successfully engaged in an apprenticeship and enjoying the independence that this provides. He told the inspector, 'I'm becoming independent. I spend less and less time here as I am at work, with my friends or at the gym.' Another young person stated, 'It's the best place I have lived.'

Staff prioritise young people's education. Staff are creative in how to engage young people in education. One young person was getting into trouble in school during the early part of the day. He now attends school later in the day and with the support of a member of staff remaining with him in class. Where young people refuse to attend school, staff are consistent in their expectations. This provides young people with clear boundaries and expectations around education and helps them to re-engage. Positive partnerships between staff and education providers help young people to make the best progress that they can with their education and to grow in confidence.

The home provides therapeutic support to young people. A clinical psychologist attends the home on a weekly basis to offer support to young people. In addition, the psychologist attends fortnightly team meetings. She provides support to staff about engaging young people and helps them to understand presenting behaviours. This therapeutic support has been particularly beneficial to one young person. Staff provide a stable, safe and therapeutic environment which is meeting young people's complex emotional needs.

Staff provide a high level of support to enable young people to spend time with family and friends. One young person has made significant progress with regard to strengthening his family bonds. This will provide him with valuable support in the future. He now has a plan to return to his local area and to build upon these family relationships.

The registered manager continues to be a highly effective leader and manager. He has the support of a very experienced deputy manager. Together they support the positive work that staff undertake to meet young people's needs. The registered manager supports and develops staff with regular supervision and relevant training. This creates a nurturing home for young people.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/09/2017	Full	Good
11/01/2017	Interim	Improved effectiveness
15/08/2016	Full	Requires improvement
21/10/2015	Interim	Sustained effectiveness

### 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:** SC415347

**Provision sub-type:** Children's home

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

**Registered provider address:** Hillcrest Children's Services (2) Limited,  
Turnpike Gate House, Alcester Heath, Alcester, Warwickshire B49 5JG

**Responsible individual:** Jarrod Elcock

**Registered manager:** Kevin Brammer

## **Inspector**

Annemarie Parker, social care inspector

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Piccadilly Gate  
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