

1258095

Hillcrest Children's Services (2) Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

A private company that operates a number of children's homes across the country owns this home. This home is registered to provide care and accommodation for up to six children who have social and/or emotional difficulties.

The home has had three managers since registration in December 2017. The current manager has been in post since 2 September 2019. He has a level 5 qualification in leadership and management and intends to apply to be the registered manager.

Inspection date: 6 November 2019

This monitoring visit

This children's home was judged inadequate at the last full inspection. A compliance notice was issued following the inspection.

The purpose of this inspection was to review the provider's action in meeting the compliance notice.

The provider has met the compliance notice. Managers have ensured that staff receive training in helping them to understand children's risk assessments, and that staff read them when they have been updated. This improvement has given children greater consistency of care from staff who better understand their vulnerabilities and needs.

Some progress has been made in meeting the nine requirements set at the full inspection. As a result, six requirements are now met. The following actions have been implemented to address the requirements:

- The home's location risk assessment is now up to date and includes better details about potential risks in the local area.

- Managers have improved their consultation with stakeholders.
- Staff have addressed risks to children's safety. For example, hazardous materials and sharp objects such as knives are now safely stored.
- The laundry room is no longer locked, and children can now do their own laundry. This change in practice has enabled children to develop essential life skills.
- Staff have removed furniture that was being stored in a bathroom. This has enabled children to safely use the toilet and the washbasin.
- Managers are carrying out daily checks to ensure that food is safely stored.
- Children are now being cared for by a more consistent team of staff, whom the children are beginning to trust and respect.
- Recruitment practices are now safe and effective.

Despite all this good progress, children are still not being given enough opportunity to express their views. Furthermore, not all children are being helped to participate in varied activities that reflect their interests.

Some children do not have enough clothes. Inspectors found that one child was wearing clothes that were too small and grubby. The same child did not have suitable school uniform. This demonstrates a lack of oversight by managers to ensure that all children have enough physical necessities such as adequate clothing.

Management oversight of behaviour management is weak. This creates inconsistency in how staff use consequences and rewards to manage children's behaviour.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/09/2019	Full	Inadequate
22/11/2018	Interim	Sustained effectiveness
21/06/2018	Full	Good
06/12/2017	Full	Good

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
<p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>provide to children living in the home the physical necessities they need in order to live there comfortably;</p> <p>provide to children personal items that are appropriate for their age and understanding. (Regulation 6 (1)(a)(2)(b)(vii)(viii))</p> <p>This is with specific reference to ensuring that children have enough good-quality clothes to meet their needs.</p>	27/12/2019
<p>The children's views, wishes and feelings standard is that children receive care from staff who—</p> <p>develop positive relationships with them;</p> <p>engage with them; and</p> <p>take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives.</p> <p>In particular, the standard in paragraph (1) requires the registered person—</p> <p>to ensure that staff—</p>	27/12/2019

<p>help each child to express views, wishes and feelings;</p> <p>help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child. (Regulation 7(1)(a)(b)(c)(2)(a)(ii)(iii))</p>	
<p>The enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, cultural, intellectual, physical and social interests and skills.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff help each child to—</p> <p>participate in activities that the child enjoys and which meet and expand the child's interests and preferences; and—</p> <p>that each child has access to a range of activities that enable the child to pursue the child's interests and hobbies. (Regulation 9 (1)(2)(a)(ii)(b))</p>	27/12/2019
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person—</p> <p>to use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(2)(h))</p>	27/12/2019

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: 1258095

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: Samantha Millward

Registered manager: Post vacant

Inspectors

Karen Gillingwater, social care inspector
Ms Annemarie Parker, social care inspector

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