

# SC034415

Registered provider: Hollybank Trust

Full inspection

Inspected under the social care common inspection framework

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

The home is owned and operated by a charitable trust. It provides a mix of short-break and long-term care for children or young people. There are currently four children receiving long-term care and up to 18 children accessing the short-break service. All the children and young people have complex physical disabilities and associated communication, sensory and/or learning difficulties.

### **Inspection dates: 18 to 19 February 2020**

**Overall experiences and progress of children and young people, taking into account**      **good**

How well children and young people are helped and protected      good

The effectiveness of leaders and managers      good

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 5 August 2019

**Overall judgement at last inspection:** sustained effectiveness

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
05/08/2019	Interim	Sustained effectiveness
16/10/2018	Full	Requires improvement to be good
05/12/2017	Full	Good
14/03/2017	Interim	Improved effectiveness

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

All the children and young people receive individualised care, whether they live permanently at the home or stay here just for short-breaks. Their complex needs and disabilities are clearly understood and managed well. The children and young people have enjoyed and continue to enjoy continuity of care from a dedicated and devoted staff team.

The ethos and appearance of the home mirror that of a family environment. This is despite the need for specialised equipment and areas having a more clinical design and appearance. Bedrooms are highly personalised, and it is that evident the personalities and the personal choices of the children and young people are reflected in how their rooms are decorated. Children and young people receiving a short break have painted murals in their bedrooms to bring colour and fun.

There has been much emphasis in acquiring a greater understanding of the range of techniques and approaches to engage and communicate with the children and young people. This gives them a better quality of life. The children and young people have choices and make progress, and these achievements are a direct result of staff's engagement with them.

The children and young people have the opportunity to experience a range of activities based on their interests. This can involve a trip to the park, shopping, bowling, going to a restaurant or having fun in the hydro pool. The children and young people enjoy outings appropriate with their age, affording them the same experiences as other children and young people are exposed to. One young person is going to see her all-time favourite singer in concert.

All the children and young people are supported to attend school, whether they are accessing long-term or respite care. Effective liaison with schools ensures the least disruption when they are making the transitions to or from school. Meetings are attended by staff and regular consultation takes place. Staff from the home are involved in the children and young people's learning and offer support in their lessons. This crossover of care and learning has provided consistency in approach and much joined-up working.

Communication is ongoing with education providers, social workers, health professionals and, not least, parents. Using technology, such as iCloud, provides instant and immediate sharing of information. This communication ensures that the highest possible care is provided and that the most important people are kept informed.

Parents and family members play a key role in the day-to-day lives of their children. Parents are encouraged to visit regularly, and they are supported to do so. There are effective channels of communication for those children and young people receiving respite care, giving their parents reassurance.

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

Each child and young person has both a generic and a personalised risk assessment to cover all aspects of their care, health and general well-being. Daily living records and twice-daily handovers guarantee continuity of care. As a consequence, the children and young people are better protected.

The environment of the home is clean and hazard free. The children and young people's complex health needs, feeding regimes, mobility requirements and equipment to ensure their safety are all provided in strict accordance with their healthcare plans. The close working relationships with the children looked after nurses, physiotherapists and doctors support the ongoing well-being of the children and young people.

The manager has implemented revised recording and tracking systems and body mapping for all incidents. This system ensures early identification of, for example, an unexplained rash, scratch or bruise, and very quickly distinguishes between cause and effect. The manager has immediate oversight, and early intervention reduces further harm or discomfort to the child or young person.

Staff undertake regular training in a range of subjects, such as zone regulation and deep-pressure therapy, communication through gaze technique, gastronomy feeding and moving and handling. This gives the staff the skills and experience to communicate and to attend to the complex health needs and behaviours of the children and young people.

Staff are clear about and know how to follow procedures for responding to concerns about the safety of a child or young person. Any concerns are escalated through appropriate channels of communication. Observations of the children and young people during the inspection clearly show how comfortable and safe they feel in their surroundings.

## **The effectiveness of leaders and managers: good**

The registered manager demonstrates vision and high ambitions for the service. Since the last inspection, the manager has driven forward positive changes and successfully amalgamated the long-term and the short-break service. Her development plan for the future is both realistic and achievable.

The manager is conscientious, 'hands on' and suitably qualified. She knows the service extremely well and leads a staff team that demonstrates insight and an eagerness to learn. Most importantly, the staff are devoted to the children and young people whom they care for.

During the inspection, the inspector raised the quality of the regulation 44 reports, in particular the lack of consultation and feedback from professionals and parents and the level of evaluation. The manager advised that this was being addressed.

The manager and staff learn from incidents of concern, such as medication errors and both explained and unexplained injuries. These events are investigated thoroughly, and proactive action is taken to minimise future occurrences. It acts as a catalyst for developing and strengthening safe practice.

Staff report feeling well supported, with access to supervision, training and development opportunities. The manager has implemented monthly 'Hollybank huddles', when staff get together and look at various scenarios, such as completing a risk assessment or devising a feeding regime. There is room for improvement in the regularity of supervision, moreover staff are not having yearly appraisals.

The manager and staff have developed effective relationships with professionals and parents, and service delivery is based on collaborative working. The children and young people achieve better outcomes, and this holistic approach enhances their safety and well-being.

## 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.

<b>Requirement</b>	<b>Due date</b>
<p>The registered person must ensure that all employees–</p> <p>undertake appropriate continuing professional development;</p> <p>receive practice-related supervision by a person with appropriate experience; and</p> <p>have their performance and fitness to perform their roles appraised at least once every year.</p> <p>(Regulation 33(4)(a)(b)(c))</p>	<p>20/03/2020</p>

## **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 1043129

**Responsible individual:** Ailsa Moore

**Registered manager:** Sheila Balding

## **Inspector**

Cath Sikakana: social care inspector

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