

# 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 head of care is currently based at the home and is providing management oversight while a manager is recruited. The home has been without a registered manager since August 2019.

**Inspection date:** 2 June 2020

### **This monitoring visit**

Ofsted conducted a monitoring visit to the home on 14 May 2020, following escalating concerns from notifications and an incident of whistleblowing which highlighted serious concerns in staff practice.

The inspector found serious shortfalls in respect of the safeguarding of children and the leadership and management of the home. As a result, Ofsted issued two compliance notices in respect of regulation 12 and regulation 13. A notice that restricted the number of children that the home can accommodate was also issued on 18 May 2020.

The purpose of this visit is to check that the service is continuing to comply with the restriction of accommodation notice and to review the provider's progress in meeting two compliance notices in line with their set completion dates.

Since the visit on 14 May 2020, the manager has now left, and the head of care is based at the home and is providing management oversight while an appropriately experienced and qualified manager is recruited.

The provider has continued to comply with the restriction of accommodation. Consequently, no new children have been admitted to the home.

The inspector found that both compliance notices have been met.

Managers have reviewed all risk assessments, and staff have read and signed these. These assessments now contain all necessary information to reduce the risk of harm to children living in the home.

Staff have been provided with clear procedures to follow should they have a concern about a child or about the practice of anyone working in the home. Staff have completed refresher training in whistleblowing and safeguarding.

All staff working in the home have received practice-related, reflective supervision. They have also had their performance reviewed through an annual appraisal. Clear flow charts provide staff with effective step-by-step guidance on how to manage complex issues. Staff told the inspector that they feel supported and said that they fully understand their roles and responsibilities, specifically in relation to safeguarding incidents. Staff have welcomed the new management arrangements and the improved clear lines of accountability.

Management monitoring systems have been implemented. Audits have been undertaken and an action plan developed to ensure that the children living in the home benefit from systems which effectively monitor, review and improve the care provided to them.

While the inspector found progress in a number of areas, this progress is in its infancy, and further work is required to ensure that improved practice is embedded. Consequently, the notice to restrict the number of children that the home can accommodate will remain in place until 9 August 2020.

Managers are continuing to make progress on the remaining requirements that are not yet due. These will be considered at the next inspection.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/01/2020	Full	Good
17/09/2019	Full	Inadequate
22/11/2018	Interim	Sustained effectiveness
21/06/2018	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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>meet each child's behavioural and emotional needs, as set out in the child's relevant plans;</p> <p>de-escalate confrontations with or between children, or potentially violent behaviour by children.</p> <p>(Regulation 11(1)(a)(b)(c)(2)(a)(i)(xi))</p>	26/06/2020
<p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it; and</p> <p>notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision.</p> <p>(Regulation 16(3)(a)(b))</p>	26/06/2020
<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))</p>	26/06/2020

<p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration. (Regulation 35(3)(a)(iii)(iv))</p>	26/06/2020
<p>Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.</p> <p>The registered person must—</p> <p>maintain in the home the records in Schedule 4;</p> <p>ensure that the records are kept up to date; and</p> <p>retain the records for at least 15 years from the date of the last entry. (Regulation 37(1)(2)(a)(b)(c))</p>	26/06/2020
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40(4)(b)(c)(e))</p>	26/06/2020

## 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.

Ofsted is aware of the challenges that COVID-19 (coronavirus) is currently posing to those we regulate. During this visit, the inspectors took into consideration the impact of any measures being taken to slow the spread of COVID-19 by the home. This has included the effect these have had on staffing arrangements. 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) Limited

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

**Responsible individual:** Clive Coombs

**Registered manager:** Post vacant

## **Inspector**

Annemarie Parker, social care inspector

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