

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 four managers since registration in December 2017. A new manager was appointed in July 2020. She is appropriately qualified and intends to apply to become the registered manager.

Inspection date: 6 August 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.

A further visit was undertaken on 2 June 2020. The inspector found that both compliance notices were met and that the home had complied with the restriction of accommodation notice.

The purpose of this visit is to check that the service is continuing to comply with the restriction of accommodation notice.

The home has continued to comply with the restriction of accommodation notice and this expires on 9 August 2020. In addition, all previous requirements have been met.

Since the last visit on 2 June 2020, an experienced manager has been appointed. The head of care is continuing to provide management oversight of the home. Two experienced deputy managers have also been recruited. This provides the home with a strong management team and they are driving improvements in the home and the care children receive.

A social worker told the inspector that the new management arrangements have significantly improved the home and she feels confident that children are receiving a good standard of care. She has been kept up to date and feels that the home is settled.

The home environment has improved and now provides children with a nurturing and homely place to live. The new manager has plans to further improve the home and is actively involving children in these plans.

Staff report they feel supported and supervisions are taking place on a regular basis. Staff are clear about what they are expected to do, and shift plans ensure that they undertake all tasks required of them to meet the needs of children.

Since the last visit in June 2020, there has not been any significant incidents. Children have not gone missing and there has not been any physical interventions. This means that children are able to enjoy living in a calm and settled home. Relationships between children have significantly improved and when there are issues, staff take effective action to address these and keep children safe.

Children's plans and risk assessments have been appropriately updated. Staff have up-to-date information to ensure that they are able to effectively meet children's needs and reduce risk. Staff also benefit from advice and guidance provided by the in-house clinical team.

Staff are planning to take children on holiday. Children have been involved in choosing where they are going and are excited about their plans. This helps children to feel that their views are important and that they are valued.

Given the improvements made, the restriction of accommodation no longer applies to the home.

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 |

Information about this inspection

Ofsted is aware of the challenges that COVID-19 (coronavirus) is currently posing to those we regulate. During this visit, the inspector 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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