

SC034415

Registered provider: Hollybank Trust

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a charitable trust. It provides a mix of short breaks and long-term care for up to seven children and young people with physical disabilities, sensory impairment and learning disabilities.

At the time of the inspection, three children lived at the home, and two children accessed the home under short-break arrangements. All children were seen and spoken with.

The manager registered with Ofsted in April 2023.

Inspection dates: 25 and 26 November 2025

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

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

The effectiveness of leaders and managers **outstanding**

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 19 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/08/2024	Full	Good
14/06/2023	Full	Good
07/03/2023	Full	Requires improvement to be good
16/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Staff are highly focused on the children and their welfare. Staff know each child inside out and shape children's care to meet each child's individual needs. Staff share a strong belief that children should always be happy and comfortable and enjoy the best possible daily experiences. Staff are determined for equality for children and challenge any discriminatory behaviour they encounter outside of the home.

Children are regularly out and about in the community. Staff plan each outing with care, so children have a consistently good time. This helps children enjoy typical yet meaningful experiences. Staff also organise opportunities for children to spend time together and meet other children their age.

Children's families and carers say their lives, and the children's lives, have improved because of the care provided in the home. Families and carers talk with warmth about the 'skilled and nurturing' staff. Several parents said they now accept more support from the home because they trust the staff and appreciate the care they provide.

Staff support children well when they move in or move on from the home. Staff help children participate in planning for moves into adult care. These plans are clear but flexible and follow each child's needs. The home's model of care ensures that children receive consistent specialist support into adulthood.

Staff use bespoke and comprehensive resources to help children learn about their health. Leaders and managers have collaborated with other agencies to develop resources that support staff to talk with children about puberty and growing up, using dolls, life-story work and pictures. Staff work closely with the on-site school, so children receive consistent health support. Staff support children to take part in their own health plans and attend meetings, even when the meetings are of a sensitive nature.

Staff know each child's communication needs well. Staff understand cues from children and use this understanding to act on their views. Children take part in weekly meetings and staff use individual communication aids effectively to enable children to talk about how they feel and what they want. Staff value everyday conversations with children and use these to shape children's daily care.

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

Staff know each child and their risks well. Staff competently carry out health tasks safely, use equipment and personal protective equipment correctly. Staff speak up for children with other professionals when their risks change or require review.

Staff follow clear plans of care. Staff and parents help shape these plans with guidance from a specialist team. Staff keep changes minimal, so children experience steady and consistent care, and the risk of error is reduced.

Staff understand potential safeguarding risks for children. Staff know the different routes for raising concerns and act quickly when they need to. This helps children stay safe from harm.

Staff offer calm and consistent responses to any unwanted behaviours. They help children understand boundaries, so relationships stay safe and secure. Staff anticipate behaviour well and support children to communicate their needs to avoid distress or frustration.

Staff understand health and safety procedures well. There is a health and safety lead that ensures that this remains a priority for all staff. Staff understand how they would move children safely in an emergency.

Staff understand medication, including as and when required and rescue medication. They store and give medication safely. Staff use extra checks to spot and correct any errors effectively.

The effectiveness of leaders and managers: outstanding

The manager shares information exceptionally well. All staff, including part-time staff, show clear and current knowledge of each child. Staff understand recent changes to children's needs and plans. Staff have regular supervision sessions and relevant training that focuses on professionally developing staff, and improving the service while improving the quality of care for children.

Parents, families and those close to the children speak with confidence about the home. Children's loved ones feel their children receive excellent care and value the support they receive. The voice of those close to children is evident throughout care planning. The manager shares children's progress and experiences with those important to children regularly.

Professionals describe strong working relationships with the manager and staff. They say staff build nurturing relationships with children and the manager responds quickly to feedback. Staff feel able to make safe decisions based on children's needs and risks, they speak up for children even to clinical decision makers.

The manager has created a strong culture of pride and learning. Senior staff take on areas of responsibility and grow their skills and share learning with the team. Staff set goals and talk about their hopes for the future. Leaders and managers respond with development plans that build staff confidence and support progress into more senior roles.

Leaders and managers use careful recruitment processes. This includes existing staff being involved in the interviews of new staff and watching how they relate to children. Staff involvement in this process enables them to understand the importance of appointing quality candidates. Staff work together to cover gaps in rotas, which maintains stability for children.

Leaders and managers look for learning from wider networks to keep practice strong. The home had several nominations at a recent charity event for the care of children and young people, with a colleague winning their category. The manager attends numerous forums nationally to learn from wider practice. Leaders and managers have taken part in university research into forms of communication and are using this learning to further develop the services provided to children.

There were no requirements or recommendations made at this inspection.

Information about this inspection

The inspector has 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

Responsible individual: Ailsa Moore

Registered manager: Georgie Robertshaw

Inspector

Vikki Thwaites, Social Care Inspector

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