

Inspection report for children's home

---

<b>Unique reference number</b>	SC461938
<b>Inspector</b>	Elaine Allison
<b>Type of inspection</b>	Interim
<b>Provision subtype</b>	Children's home

---

<b>Registered person</b>	Crystal Care Solutions Limited
<b>Registered person address</b>	Nelson House, Boat Horse Road Kidsgrove STOKE-ON-TRENT ST7 4JA
<b>Responsible individual</b>	James Maxwell O'Leary
<b>Registered manager</b>	Peter Rowlinson
<b>Date of last inspection</b>	02/12/2013

<b>Inspection date</b>	15/07/2014
------------------------	------------

Previous inspection	good
Enforcement action since last inspection	none

## This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

At the last inspection carried out in December 2013, the home was judged as good with no requirements and two recommendations which have both been met. Young people continue to benefit from high quality care provided by a committed staff team. The Registered Manager and deputy manager provide strong leadership and effective management to maintain high standards and promote positive outcomes for young people.

Management have ensured that children are regularly involved in contributing to the provider's monitoring of the home since the last inspection. This ensures that young people's views and any concerns are clearly recorded and seriously taken into account. The Registered Manager is proactive in seeking feedback, on the service provided, from staff and young people within the home and from external parties, to secure continuous improvement. Such views contribute to an on-going cycle of development to ensure the service meets young people's needs and provides optimum opportunities for them to make progress.

The home establishes positive and constructive links with specialist health professionals to support staff to provide thorough and specialist care to meet some young people's complex needs. Staff recognise the specific vulnerabilities of young people and measures are in place to protect their safety and welfare.

Staff are skilled in de-escalation techniques enabling them to manage potentially difficult situations confidently and calmly. There have been no recorded incidents of physical intervention since the last inspection. Individual, detailed care plans and risk assessments, together with high staff ratios, ensure young people are safe.

Positive behaviour is promoted. Approaches are individualised and staff are sensitive to young people's levels of understanding. Young people make progress in an

environment of clear boundaries and consistent care. Young people contribute to their individual behaviour management plan, identifying what helps them in times of distress. This helps young people feel secure.

The Registered Manager has improved care records to include more information about where children and young people progress in different aspects of their welfare. This increases the effectiveness of reviewing care plans to ensure children and young people receive care that meets their changing needs.

There is one recommendation for further improvement in relation to the Registered Provider's monitoring; specifically that the reports completed as a consequence of the monitoring are submitted to HMCI in a timely way.

## Information about this children's home

This children's home is owned by a private company. It provides care and accommodation for two children and young people with emotional and/or behavioural difficulties.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/12/2013	Full	good

## What does the children's home need to do to improve further?

### Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- ensure the written report showing the findings of the Regulation 33 monitoring visit is received in a timely manner by Ofsted (Volume 5, statutory guidance, paragraph 3.13)

## **What inspection judgements mean**

At the interim inspections we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

## **Information about this inspection**

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.