

Children's homes - interim inspection

Inspection date	04/02/2016
Unique reference number	SC477724
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Crystal Care Solutions Limited Company Number 05952454
Registered person address	Bank House, Market Square, Congleton, Cheshire, CW12 1ET

Responsible individual	James O'Leary
Registered manager	Vacant post
Inspector	Mark Kersh

Inspection date	04/02/2016
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection	
<p>This home was judged Good at the full inspection. At this interim inspection Ofsted judge that it has sustained effectiveness.</p> <p>Young people make progress from their starting point in the home. Relationships between staff members and young people and young people themselves are strong. Staff members demonstrate an excellent understanding of young people's individual personalities, strengths and needs. Young people are supported daily through a 'Good Life Model' of therapeutic care.</p> <p>Three young people have been accommodated in the home since registration in July 2014. Two young people remain accommodated in the home while one has moved on from the home. This was a planned move in conjunction with the young person and their placing authority. The young person has contacted staff in this home to advise he is doing well in his new placement.</p> <p>Young people are accommodated in the home once a thorough admission process has been completed. This ensures they have all of the information about the services the home provides and they make introductory visits before moving into the home. Staff members know the history and specific needs of young people. Their needs are supported by an independent organisation providing therapeutic services for young people who display inappropriate behaviours. There are good arrangements in place ensuring young people are supported in the home in line with their therapeutic package of care.</p> <p>Structures in place at the point of admission support consistent levels of engagement in education. Alternative provision is available to support young people where previously their education attendance has been poor or disruptive. These arrangements ensure young people are supported to progress and enhance their learning opportunities. Young people have made progress in their education attendance and engagement they attend local schools, including work based placements.</p> <p>Changes in management have not impacted on the work carried out with young people or the progress they have made. The registered manager resigned her post in January 2016 and a new manager is in post. He has applied for registration with</p>	

Ofsted and has a clear vision and development plan in place for improving further the care and services provided to young people. Support to staff in supervision and training has been implemented and strengthened. This benefits staff who say they feel supported and as a result, their professional development is being improved.

Robust systems continue to be followed in monitoring the quality of care and professional practice young people receive. This identifies weaknesses and facilitates improvements in the home. The requirement and two recommendations made at the last inspection have been complied with. Consent has been obtained for the use of electronic door alarms on bedroom doors to safeguard young people. Arrangements are in place for young people to have a return home interview should they be missing from the home. And, detailed records are kept in the home for staff, including the manager, of supervision they have received.

Young people are consulted daily and involved in all aspects of their care and the operation of the home. Consistent approaches are maintained between the therapy session's young people engage in and the care provided to them in the home. Staff are sensitive and responsive and help them understand past traumatic experiences. This builds young people's confidence and strengthens their emotional resilience.

A neighbour complaint received by the home and forwarded to Ofsted has been fully investigated, with no further action needing to take place. A local authority spokesperson has responded to the home in writing following this investigation and say, 'From my observations you have investigated the issue, facilitated a direct restorative intervention with the neighbour and arranged a police preventative session with the young person.'

Young people are safe in the home and are appropriately supervised without having their privacy restricted. Well-co-ordinated responses are in place should young people be absent or missing from the home. Staff follow young people from a distance and encourage them to return safely. There are no concerns with young people smoking, using drugs, drinking alcohol or being criminalised. Young people understand the boundaries in the home and respond to these well, keeping them safe.

Detailed risk assessments around young people's behaviours are in place, understood by staff and signed by young people. This ensures everyone is aware of the strategies to be implemented should a young person display concerning behaviour. Restraint is rare and when used is only done to escort a young person away from a situation. Staff and the manager are aware of their responsibilities to inform appropriate authorities, including Ofsted, should a significant event occur in or outside the home. These arrangements and positive interventions protect young people and provide them with a sense of belonging.

No requirements or recommendations are made at the inspection.

Information about this children's home

- The home is registered to accommodate three young people with emotional and/or behavioural difficulties
- The home is one of a number of homes operated by a private organisation
- The home specialises in providing a therapeutic service for young people as written in the home's statement of purpose document

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/06/2015	CH - Full	Good
14/01/2015	CH - Interim	Not judged
22/10/2014	CH - Interim	Not judged

What the inspection judgements mean

At the interim inspection 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

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This 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 Children's Homes (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*.

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