

Children's homes - interim inspection

Inspection date	09/03/2016
Unique reference number	SC461938
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	Lisa Collins
Inspector	Elaine Allison & Michelle Edge

Inspection date	09/03/2016
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>One young person has moved into the home since the last inspection. This was planned very well with the young person having the opportunity to visit on a number of occasions prior to living at the home.</p> <p>Young people at this home, who were previously finding it difficult to engage in education, are now being encouraged to engage in alternative school and college provisions. Although young people can be reluctant to attend, they are well supported in identifying education that is suited to their needs and therefore make progress in this area. One young person who had his college place terminated has worked with staff to source a new college placement. Another young person is due to start at a new school, after a long period of being out of education. Staff from the home have advocated on her behalf and have been proactive in calling meetings with the Virtual Head to source the appropriate provision to meet her educational needs.</p> <p>Some young people at this home are at high risk of child sexual exploitation (CSE) when initially placed. Their risks reduce over time and they are well supported to understand how to keep themselves safe. Their risk assessments are updated accordingly and the most recent risk assessments are recorded on their files.</p> <p>Self-harm was a significant issue for young people at this home and there have been fewer incidents since the last full inspection. This is due to the increasingly settled behaviour of the young people and the positive and trusting relationships young people develop with staff members. The home has good links to external support agencies in respect of maintaining positive emotional health and young people receive a holistic package of support in this area. Additionally the home works in partnership with health agencies and young people engage well in</p>	

maintaining their general health and wellbeing. For example the staff from the home work closely with the local Child and Adolescent Mental Health team (CAMHS) to monitor trigger points leading up to self-harming episodes. They use this shared knowledge to inform risk management plans to minimise the risk for the young person.

Young people's behaviours are very well understood and any unsettled behaviour usually has an identified trigger and is dealt with sensitively in a supportive rather than punitive manner. Young people can identify a trusted adult who they feel comfortable in talking to about issues and concerns, which results in fewer incidents of aggression or self-harm. Key worker support is valued by the young people and they are able to express their views about their choice of key worker; this ensures they have a key worker who they have a close and trusting relationship with and that they know their views are listened to. A young person said 'I can talk to staff about anything and they listen, I feel as though they really know me.'

Young people are benefiting from increased and positive contact with their families. The Registered Manager has continued to build on relationships with parents to support this process. A parent commented 'it has worked really the staff help make sure that the contacts go well and they have been which is great for all the family'. This approach to promoting contact has impacted positively on young people.

In general the written records are very good and give a comprehensive insight into how the needs of young people are being met. However, the records in relation to restraint are not comprehensive and do not show how management have an overview in monitoring each incident.

The home in general is a very comfortable environment; however the young people's bedrooms were very untidy, with clothes strewn over the floor and dirty plates with the remains of food on left lying on the floor. One of the young people's cupboards had doors missing. This is not conducive to a warm and welcoming environment and may possibly be a risk to young people's health and safety.

Information about this children's home

This home is one of several homes within a private organisation that provides care and accommodation for up to two young people.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/06/2015	CH - Full	Good
11/11/2014	CH - Full	Good
15/07/2014	CH - Interim	improved effectiveness
02/12/2013	CH - Full	Good

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

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets 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 with the given timescales.

Requirement	Due date
<p>12: The protection of children standard</p> <p>In order to meet the protection of children standard the registered person must –</p> <p>(2) (d) ensure that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health</p> <p>This relates to ensuring that bedrooms are fit for purpose, clean and tidy</p>	<p>11 April 2016</p>
<p>35: Behaviour management policies and records</p> <p>1) the registered person must prepare and implement a policy ("the behaviour management policy") which sets out—</p> <p>(a) how appropriate behaviour is to be promoted in the children's home; and</p> <p>(b) the measures of control, discipline and restraint which may be used in relation to children in the home.</p> <p>(2) The registered person must keep the behaviour management policy under review and, where appropriate, revise it.</p> <p>3) The registered person must ensure that—</p> <p>(a) 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>(i) the name of the child;</p> <p>(ii) details of the child's behaviour leading to the use of the measure;</p> <p>(iii) the date, time and location of the use of the measure;</p> <p>(iv) a description of the measure and its duration;</p> <p>(v) details of any methods used or steps taken to avoid the need to use the measure;</p> <p>(vi) the name of the person who used the measure ("the user"), and of any other person present when the measure was used;</p>	<p>11 April 2016</p>

<p>(vii)the effectiveness and any consequences of the use of the measure; and Regulation 35 (1)(a)(b)(2)(3)(a)(i)(ii)(iii)(iv)(v)(vi)</p>	
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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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Piccadilly Gate
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Manchester
M1 2WD

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