

Children's homes - interim inspection

Inspection date	19/12/2016
Unique reference number	SC367551
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Crystal Care Solutions Limited Company Number 05952454
Registered provider address	Bank House, Market Square, Congleton, Cheshire, CW12 1ET

Responsible individual	James O'Leary
Registered manager	Andrew Ellis
Inspector	Elaine Cray

Inspection date	19/12/2016
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 who continue to live at the home since the last inspection in April 2016 continue to do well. They no longer go missing, have involvement in child sexual exploitation and seldom use drugs and alcohol. They are pleased with their exam results and their current college courses. Ongoing progress positively contributes to regular family contact and are now able to safely and confidently return to their home location.</p> <p>Young people newly admitted to the home quickly follow this positive role modelling. Habitual patterns of going missing are now addressed as young people better manage where and how they spend their time.</p> <p>Staffing arrangements meet the needs of the young people. Young people experience a good sense of stability as they develop positive relationships with a core group of staff. They appreciate that the registered manager makes every effort to use agency staff they are familiar with, when this is necessary.</p> <p>The registered manager has maintained a stable staff team. Young people require high levels of supervision and staff are able to effectively respond to an increase in the number of children living at the home. The registered manager drives recruitment and training and maintains good quality care and adheres to the home's statement of purpose.</p> <p>Young people mature and become more reflective as a result of time spent with staff and away from their local communities. New activities and high levels of supervised time with staff give young people a positive self-esteem. They become more confident in and seek out more positive experiences. They now understand the risks associated with drug taking and dealing and refrain from using these substances. They want to earn trust in order to return to see their families, rather than gravitate to previous poor associations, in their local communities.</p> <p>Relationships are important to young people. They make positive relationships and are more able to express their worries and incidents of self-injurious behaviours reduce.</p>	

Education outcomes continue to improve for young people. The registered manager's liaison with school and the virtual head means young people engage quickly with education on their arrival at the home.

All young people, including some who have not attended for extensive periods of time, now attend education. While some acknowledge they are behind with learning and need specialist help; they are pleased the staff help them to re-engage with education and would like to eventually go to a mainstream school.

In-depth compatibility assessments enable staff to effectively manage the increase in the number of young people living at the home. Transition planning is detailed and includes visiting young people in their current placements, talking to the staff there, liaising with parents and requesting referral information.

The registered manager and staff show high levels of sensitivity to how other young people may experience arriving at the home, especially under emergency and challenging circumstances. Staff are very nurturing and the manager spends a large amount of time reassuring young people and providing them with information. Staff are also quick to ensure young people have suitable clothing and personal items to give them a sense of belonging and build self-esteem.

Decisions regarding difficult placements are not taken lightly by the management team. When a placement becomes untenable staff work alongside the placing authority and police to develop transition plans that meet the safety needs of both young people and staff.

Effective partnership working contributes to good safeguarding and education outcomes for young people. Young people live in safe environment because staff are skilled in identifying and jointly reviewing risk management plans with education staff and police.

As new risks arise, staff update behaviour management plans. For example, effective monitoring positively impacts on fire safety in the light young people presenting a risk with lighting fore outside the home.

Collaborative work with social workers and parents enable staff to safely manage young people's family contact arrangements. Young people develop a greater understanding of their family backgrounds after talking with staff. With staff support and supervision young people are more able to manage family dynamics. As they mature and enjoy improved family relationships, young people develop greater emotional resilience.

Consultation in the home remains good. Young people trust the manager and staff to look into their concerns. They use the home's complaints procedure and are satisfied because the manager takes time to sort out concerns. Young people are not concerned about bullying. Their relationships are very stable, they make good

progress and get on well together.

Consultation includes monthly one-to-one sessions with the registered manager. Young people value the time they spend with their key workers and they feel listened to. Good focused key-working feeds into placing authority plans and enable young people to improve their health, behaviour and better manage risk.

Young people plan menus, shop and cook. Doing this with staff helps them feel part of the running of the home and develops their independence skills. Discussion with staff during these activities enable young people to become more aware of healthy eating.

Health outcomes significantly improve for young people. They smoke less and no longer take drugs. Young people say, 'I think my health his better – put a bit of weight on and in fact eating well and healthier than when I was taking drugs.'

Staff are good at encouraging young people to have regular health checks with their GP, dentist and optician. Staff are keen to work with mental health and drugs' agencies to support young people with their emotional health.

The manager embraces feedback. He is quick to respond to independent monitoring visits and ensures the home remains compliant with the children's homes' regulations and quality standards.

Information about this children's home

This privately owned home is registered for three children and young people with emotional and/or behavioural difficulties. The Statement of Purpose details the age range of children and young people from 8 to 17 years of age.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/04/2016	Full	Good
10/02/2016	Interim	Sustained effectiveness
01/06/2015	Full	Requires improvement
05/02/2015	Interim	Sustained effectiveness

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*.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *raising concerns and making complaints about Ofsted*, which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2016