

Children's homes – Interim inspection

Inspection date	22/02/2017
Unique reference number	SC480594
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	David Roberts
Inspector	Hannah Bates

Inspection date	22/02/2017
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 judges that it has sustained effectiveness.</p> <p>Since the last inspection, one young person has moved out and one young person has moved into the home. Transition planning is good. It is detailed and child-focused. The registered manager ensured that the young person had opportunity to get to know staff from his new home prior to him moving. Admissions are equally well planned. Pre-admission assessments are good and the young person experienced a positive move into his new placement.</p> <p>Young people continue to make good progress. The young person who recently left has continued to engage in school and to achieve. For the young person who has been recently admitted into the home, the registered manager has worked with other professionals to source the most appropriate school for the young person's individual needs. Introductions to the school have been sensitive and child-focused.</p> <p>The young person's plans continue to be individualised. Staff are innovative in how they engage young people in their own plans. For example, the young person's key worker has recently started to write monthly newsletters to the young person about his achievements from the month, and what has not gone so well. The young person enjoys receiving the newsletters. The registered manager has recently bought the young person a tablet, which includes the young person's guide, a complaints form and a consultation form. This has been positively received by the young person. While it is still early days for the young person, due to him only recently being admitted into the home, he is engaging with activities, has visited his school placement and has started to engage with some staff through key-working sessions and discussions.</p> <p>Young people continue to be safe. For the young person who recently transitioned out of the placement, he remains settled and stable in placement throughout his transition period. Since the last inspection, young people have not gone missing from the home and they have not raised any complaints. Incidents in the home are well managed. After physical interventions, young people have the opportunity to debrief with staff, when they reflect on the incident. There has been damage caused to the home, which has been repaired. However, due to the young person's complex behaviours, the registered manager has had to make modifications to the home such as changing doors and fitting a bedroom lock at the young person's request. While all risk assessments have been completed in respect of these</p>	

changes, they do not make the environment look homely, and continual reassessment must occur to ensure that they comply with health and safety legislation.

Staff are still in the process of getting to know the new young person in the home. However, staff reflect on incidents and learn from them so as to provide personalised care that meets the young person's needs. Risk assessments are personalised and take account of the young person's complex needs. Partnership working continues to underpin good quality care arrangements. The registered manager is currently working with various professionals to try to stabilise the young person's highly complex behaviours. When necessary, the registered manager seeks the guidance of external agencies such as the fire service.

Management monitoring continues to be good. The manager is keen to develop his staff team's skills and provides them with good quality supervision and informative team meetings. He has ensured that staff have received the training that they need prior to the new young person arriving at the home. Staff have monthly therapeutic consultations as well as team meetings and supervisions. They are well supported. The requirements from the last inspection have been met.

Information about this children's home

This home is registered to provide care and accommodation for up to four young people who have emotional and behavioural difficulties. The home specialises in providing a therapeutic environment for young people who display sexually harmful behaviours.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/10/2016	Full	Good
29/03/2016	Full	Requires improvement
14/12/2015	Full	Inadequate
10/02/2015	Full	Good
19/09/2014	Registration	

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

Recommendation

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

- Ensure that children's homes are nurturing and supportive environments that meet the needs of their children, and that they are homely, domestic environments. Children's homes must comply with relevant health and safety legislations (alarms, food hygiene, etc.); however, in doing so, homes should seek as far as possible to maintain a domestic rather than an 'institutional' impression. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)

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 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 that 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 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 whom 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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