

Children's homes – Interim inspection

Inspection date	13/03/2017
Unique reference number	SC477724
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	Steven Fellows
Inspector	Mark Kersh

Inspection date	13/03/2017
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 improved effectiveness.</p> <p>At the inspection in December 2016, a requirement and a recommendation were made. The requirement related to ensuring that restraint records evidenced actions taken by the management team following any physical intervention. A new recording system has been implemented and is now embedded into practice. This now clearly shows young people and staff being de-briefed should an incident occur where physical intervention is required. It also provides an opportunity for young people to consider the impact of their behaviour and for staff to reflect on their practice.</p> <p>The recommendation related to ensuring that records of staff and the registered manager's supervision evidenced that this was taking place in line with regulations. Records seen at the inspection now clearly show that all staff and the registered manager are receiving supervision in line with regulations. The records indicate the duration of each supervision session and also include the reason as to why a supervision session had to be cancelled and re-arranged.</p> <p>The home provides young people with a homely, nurturing and supportive environment. Collectively, young people told the inspector that they feel safe, supported and cared for. Individually, the three young people said that this home was, 'Really cool,' 'Staff care for me,' and 'It's good here, everyone gets on well together.' Observations were made of the positive interactions between young people and staff, and between young people themselves. Young people enjoy socialising together in the home, and outside the home during activities. Young people have successfully raised money on a bike ride and are planning to be engaged in more events to raise money for local and national charities. This is a happy and settled home, where young people have made very good progress from their starting points.</p> <p>No new young people have been accommodated in the home and no one has moved on since the last inspection. The management team has robust procedures in place to fully assess the referral information should a vacancy arise. For example, when requests are received for a new young person to move in, the management and therapy team rigorously assess the young person's suitability to ensure that the home can meet their needs. Impact risk assessments are comprehensive, and assess the potential impact that anyone new will have on the</p>	

home and the current group of young people living there. These systems significantly contribute to the home being settled and the progress young people make.

Young people do not go missing from this home. They receive constant supervision in line with their assessed needs and daily care plans. Staffing is sufficient to ensure that young people are cared for on a one-to-one staffing ratio. Restraint rarely takes place, as young people respond well to the de-escalation techniques deployed by the staff. There has been one occasion when staff have intervened by blocking a young person entering the office. The record for this intervention is recorded appropriately and with sufficient detail.

Young people are safe and say they feel safe. They confirm they have no complaints about the care or services they receive in the home. The staff have benefitted from additional training to raise their awareness of the risks of child sexual exploitation. They demonstrate their competencies in keeping young people safe in line with local safeguarding procedures. Young people's risks are agreed between the management team and therapist, and staff fully understand and follow the good lives model and philosophy. This encourages young people to build their capabilities and strengths in order to reduce their risk to themselves and to others.

Young people's risks are monitored daily through individual community opportunity programme experience (ICOPE) plans. These plans manage young people's risk through acknowledging their individual needs, goals and aspirations, and by working towards meeting these in a safe and positive way. Young people are responding positively to their ICOPE plans and are progressing through the stages, thus enabling them to increase their independence and trust when out in the community.

Staff continue to have good professional relationships with local schools and teachers. They liaise regularly with key staff at the schools in order to address and minimise young people's risks and issues. All young people are receiving full-time education and are achieving 100% attendance. One young person continues to attend a local vocational workshop in addition to having home tuition. Teachers commented positively on how young people's intellectual and vocational skills are progressing and how well they feel the home supports young people to learn.

The home continues to be well led by an inspirational and experienced management team. The home is well resourced and managed in line with the home's statement of purpose. Staff at the home remain consistent in their practice. The registered manager and deputy continue to have an excellent understanding of the strengths and weaknesses of the home. They consistently monitor staff practice and young people's progress. This gives them a good understanding of the outcomes and progress being achieved by young people.

Information about this children's home

- The home is registered to accommodate three young people who have 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
05/12/2016	Full	Good
04/02/2016	Interim	Sustained effectiveness
23/06/2015	Full	Good
14/01/2015	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 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 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 0300 123 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, work-based learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for children looked after 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 2017