

# SC477724

Registered provider: Crystal Care Solutions Limited Company Number 05952454

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is operated by a private company. It is registered to provide care and accommodation for up to three young people who have emotional and/or behavioural difficulties.

**Inspection dates:** 25 to 26 June 2018

**Overall experiences and progress of children and young people, taking into account**      **good**

How well children and young people are helped and protected      good

The effectiveness of leaders and managers      good

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 16 August 2017

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
16/08/2017	Full	Good
13/03/2017	Interim	Improved effectiveness
05/12/2016	Full	Good
04/02/2016	Interim	Sustained effectiveness

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

### Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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 within the given timescales.

Requirement	Due date
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to 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. (Regulation 12(1)(2)(d))</p>	27/07/2018

### Recommendations

- Ensure that staff support children in home study, and that they attend school in accordance with their plans. ('Guide to the children's homes regulations including the quality standards', pages 28 and 29, paragraphs 5.14 and 5.18)

### Inspection judgements

#### Overall experiences and progress of children and young people: good

The staff work hard to forge positive relationships with young people. Structured but nurturing routines provide a sense of certainty and security for young people. Young people enjoy a range of recreational activities with staff, including go-kart racing, charity bike rides, going to the skate park and attending the local youth club. One young person is part of the youth club football team and is making friends. These are new and positive experiences that will enable the young people to grow in confidence.

Young people's care is supported by detailed care planning. Plans are developed in partnership with young people, their families and partner agencies. Young people are treated with dignity, and staff have a good understanding of the challenges that young people living in care may encounter. Photograph albums are being collated so that young people can positively look back on their care experience.

Young people's health needs are generally very well met. They are registered with appropriate healthcare services and attend their appointments. Young people have regular direct therapy with trained professionals to meet their needs. However, they

refuse to engage meaningfully in this at times, but staff continue to encourage this.

Overall, young people's attainment at school is good and they are achieving in line with their peer group. However, young people's attendance levels are affected due to them attending therapy in school time. Furthermore, they are late for school on occasion and do not complete their homework, despite the efforts of staff. This can have a negative effect on young people's educational outcomes in the future.

Staff ensure that the needs of young people who live far from their home town are well met. For example, the staff facilitate contact regularly and transport them back home to see their family members. Moreover, local education and leisure services are promptly accessed for young people who are new to the home. This ensures that there are no gaps in young people's care.

Young people know how to make a complaint and have done so to raise their dissatisfaction. This was promptly responded to and resolved by the manager. In addition, effective consultation is regularly undertaken with young people to ensure that they have opportunities to raise their views and opinions.

### **How well children and young people are helped and protected: good**

Young people feel safe and protected. High staffing ratios and detailed and regularly reviewed assessments minimise the risks that young people may present. Young people do not go missing from care. Protocols with partner agencies are in place should this happen.

Sanctions and physical intervention are used appropriately to safeguard young people. The staff are fully trained in a recognised technique to safely hold young people if needed.

Safer recruitment practice helps to safeguard against unsafe adults working in the home. Checks with the Disclosure and Barring Service and obtaining references from previous employers are part of this process.

Fire safety and health and safety checks are carried out in the home. In addition, the staff complete daily checks of young people's bedrooms to improve hygiene matters. Although an infection risk assessment is in place, this does not provide clear measures on ways to prevent infection, for example by using protective aprons and following effective cleansing processes.

### **The effectiveness of leaders and managers: good**

An experienced and committed registered manager is in position. He is suitably qualified and experienced in working with young people who have experienced trauma. He is supported by a deputy manager. Together, they promote the aims of the statement of purpose to provide high standards of care to young people.

Quality audit systems are in place and provide an overview of care practice. The registered manager has systems in place to monitor the care provided and is fully aware of the strengths and areas for development in the service. For example, he identifies the

continued development of the staff with suitable training courses.

Staff spoken to during the inspection said that they enjoy their work and feel that they are well supported by the manager and their team members. The organisation provides good opportunities for training and staff regularly attend. Staff are suitably qualified or working towards qualifications. There are sufficient numbers of staff members working in the home to provide stability for young people.

Most partner agencies speak very positively about how staff communicate with them and the progress that young people make. A social worker commented, 'I find the staff welcoming and they always keep me informed. I am very happy with the progress and care of [name of young person], especially with his self-confidence.'

The home is welcoming, and staff strive to ensure a homely experience for each young person. There is ample space for them to have privacy or to have personal time alone. Any damage is promptly repaired to maintain a good-quality living environment.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

## Children's home details

**Unique reference number:** SC477724

**Provision sub-type:** 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

Caroline Jones, social care inspector

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