

# SC477724

Registered provider: Crystal Care Solutions

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. The home specialises in providing services in relation to sexually harmful behaviours.

**Inspection dates:** 13 to 14 May 2019

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

How well children and young people are helped and protected                      outstanding

The effectiveness of leaders and managers                      good

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

**Date of last inspection:** 25 June 2018

**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>
25/06/2018	Full	Good
16/08/2017	Full	Good
13/03/2017	Interim	Improved effectiveness
05/12/2016	Full	Good

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

### Recommendations

- Ensure that young people can see the results of their views being listened to and acted upon during consultation. ('Guide to the children's homes regulations including the quality standards', page 22, paragraph 4.11)
- Ensure that staff can access various resources to support their training needs. In particular, provide more access to face-to-face learning opportunities. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.11)
- Ensure that progress in education is measured and evidenced in various ways. Measurements of progress should include qualitative and quantitative data, where available. ('Guide to the children's homes regulations including the quality standards', page 26, paragraph 5.2)
- Ensure that the health plans clearly set out the desired outcomes of therapy with the child. ('Guide to the children's homes regulations including the quality standards', page 33, paragraph 7.4)

### Inspection judgements

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

Young people have lived in the home for many years and have very good relationships with the staff. They receive nurturing and supportive care from a committed and stable staff team. The staff know each young person inside out and strive to give them the best opportunities in life.

Young people are in good health. They are registered with appropriate healthcare services and attend all necessary appointments. They are encouraged to eat healthily and to exercise. Young people have highly complex needs arising from early childhood trauma. The staff and trained therapists work together in helping young people to make sense of their past and move forward.

Young people's attendance and achievement at school and training provision are very good. One young person has taken his English GCSE early and exceeded his targets, something he and the staff are very proud of. Young people value their education and are making plans to study in the future.

Young people enjoy spending time together and participate in recreational activities such as youth clubs, football teams, bicycle riding and trips to the theatre. They have also

been on a holiday to Wales in the school holidays. Photographs show the staff and young people enjoying time together and having fun.

The staff have a good understanding of young people's backgrounds and history. Memory books are being collated with young people to give them an understanding of their life journey. Moreover, the staff make sure that young people see their family regularly to maintain relationships with those who are important to them.

Consultation is regularly undertaken with young people to ensure that they can voice their views and opinions. However, the results of their views being acted on by staff are not always fed back to young people to show them that their views count. There are good examples of staff advocating for young people. For example, staff made sure a young person's voice was listened to by other professionals in decisions about his future placement.

Care planning is generally good and young people's day-to-day needs, such as routine privacy and fun, are met. However, measurable progress and desired outcomes of therapy are not clearly captured.

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

Young people are notably well settled living in the home, and feel safe. The respectful and caring relationships between young people and the staff are the backbone of this success. There are no incidents of young people going missing or placing themselves in harm's way. The protection of the young people is central to the home's ethos, and risk assessments are fully understood by the staff. These practices help to reduce the risks of potential harm and abuse.

The staff pride themselves on getting to know each young person. Detailed care plans guide them in addressing any challenging behaviour in a consistent and positive way. As a result, behaviour is managed successfully and there are very few physical restraints. When restraints do occur, they are appropriately reviewed by the registered manager. The staff are trained in a certified method of restraint should it be necessary to hold young people to keep them safe.

Young people live in a physically safe environment where they are protected by well-managed health and safety procedures. All young people have an evacuation plan that is fully explained to them.

Effective safer recruitment practices help to safeguard young people against unsafe adults working in the home. Checks with the Disclosure and Barring Service and obtaining references from previous employers are part of this thorough process.

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

This home is managed by an experienced and qualified registered manager. He is supported by a deputy manager. Together they set the very high standards of care. A

nurturing and family environment is prevalent within the fabric of the home.

Staff spoken to during the inspection said that they enjoy their work. They feel supported by the manager and their team members. The staff are suitably qualified or working towards a recognised qualification. They also have regular training, supervisions and team meetings to keep them up to date on emerging information. Although training is in place, a lot of this is e-learning. This limits the benefits of face-to-face learning from peers, such as discussion and engagement. This point was highlighted by the staff during inspection.

There are sufficient numbers of staff members working at the home. The diversity of the staff team provides young people with role models to identify with. Furthermore, staff are energetic and passionate about the work that they do with young people.

External monitoring is good. The independent visitor attends monthly and raises actions for improvement. A development plan is in place to improve further the standard of care provided. Management audits are regularly undertaken and provide an overview of care practice. However, data is not easily gathered or utilised to track, analyse and measure progress, for example with attendance levels at school.

Liaison with partner agencies is effective. All professionals contacted spoke very positively about the staff, the communication with them, and the progress that young people make. A professional commented, 'Our collaborative and supportive partnership has made a positive impact.'

## **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

**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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