

2509670

Assurance visit

Information about this children's home

This privately run children's home is registered to provide care and accommodation for up to four young people who may have emotional and/or behavioural difficulties.

The home is run by a suitably qualified registered manager.

Visit dates: 15 to 16 September 2020

Previous inspection date: 11 December 2019

Previous inspection judgement: Requires improvement to be good

Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

Findings from the visit

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

The care of children

Relationships between young people and the adults who care for them are warm and caring. Consultations carried out with young people support the view that they are happy living in the home. They feel safe and cared for.

Social workers and family members spoken to by the inspector spoke highly about the care young people receive and the quality of relationships in the home. This is both between young people and staff and between the young people themselves.

Since the last inspection, the home has made significant improvements in the approach to both formal and informal education. The home now has resources to support young people who are out of formal education and encourage reading and learning for pleasure.

Young people not receiving education in a school setting are supported by a well-planned programme of learning. This incorporates on-site learning as well as the opportunity to undertake educational visits.

Both young people at the home are living some distance from their families. Staff ensure that young people's relationships with their families are promoted effectively. Family time was initially conducted virtually due to COVID-19 restrictions. Latterly, face-to-face meetings have been resumed. One family member told the inspector the home has gone 'above and beyond' to support their young person's family relationships.

The safety of children

Risks that young people may face are well understood by staff. Risk assessments are in place, regularly reviewed and followed in practice.

One young person's assessed risk in relation to child sexual exploitation has reduced since her admission to the home. Young people who have a history of going missing from care have had no incidents of going missing since living at the home. The quality of relationships and the stability of the home enable young people with a history of disrupted care to begin to build a sense of security and belonging.

During one incident, when young people left the premises without permission, staff followed them and quickly ensured their return to the home while keeping them safe from risks in the community.

There have been no incidents of restraint with either young person. There have also been no call-outs to request police assistance to manage behaviour. This contributes to young people feeling safe and cared for.

Leaders and managers

The registered manager has been in post since the home began operating in October 2019. She was registered by Ofsted in March 2020. The registered manager is an appropriately skilled and experienced person.

External scrutiny of the home by the independent person is of good quality. Virtual visits were carried out during lockdown. The manager uses this scrutiny, as well as feedback from young people and professionals, to improve practice.

Staff spoken to by the inspector said they felt very supported by the manager. Communication is good. Staff have found this particularly reassuring at the current time when COVID-19 remains a concern.

The home has not run at full capacity since opening. Good matching of young people in this reporting period has resulted in a positive and stable environment in the home. This is supported by a stable and consistent staff team.

The registered manager has used the recommendations made at the post-registration inspection of the home to develop practice. All recommendations made at the last inspection are met. No requirements or recommendations are made as a result of this assurance visit.

Children's home details

Unique reference number: 2509670

Registered provider: Crystal Care Solutions Limited

Registered provider address: Bank House, Market Square, Congleton, Cheshire CW12 1ET

Responsible individual: James O'Leary

Registered manager: Sarah Redfern

Inspector

Dawn Parton, Social Care Inspector

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