

SC367551

Crystal Care Solutions Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private company. It is registered to provide care and accommodation for up to three children who have had adverse childhood experiences.

The registered manager has been in post since January 2020.

Inspection date: 2 February 2021

This monitoring visit

The home was last inspected in May 2019. This visit was carried out to enable the regulator to obtain an up-to-date assessment of young people's lived experience at the home. Since the previous visit, a new manager has been appointed. Four young people have left the home and two young people have moved in. At the time of the inspection, there were two young people living at the home.

This visit did not take place on site. Instead, the inspector gathered evidence in several different ways, including talking to the manager, one young person's social worker and members of staff. The manager also provided electronic documents for the inspector to review.

Young people are settled and are making good progress in relation to their starting points. Young people have developed positive relationships with staff and each other.

The staff have helped young people to stay in touch with their families throughout the COVID-19 (coronavirus) pandemic. Staff have supported young people to make telephone and video calls to their families. This has helped young people to sustain important links with the people who are important to them.

Staff help young people to understand the current restrictions on their usual activities and hobbies caused by the COVID-19 pandemic. The staff utilise alternative activities to help to occupy young people during national lockdowns due to COVID-

19. This includes playing board games, holding movie nights and engaging in some outdoor activities, such as walking and cycling.

Staff understand young people's vulnerabilities and the risks that some behaviours may pose to their welfare and safety. Good levels of supervision and support, alongside good-quality risk assessments, are used to protect young people and minimise the risk of harm.

The manager provides effective leadership and focuses on improving the outcomes for young people.

Staff receive regular supervision and annual performance appraisal, and report that this supports their practice. Training opportunities, in addition to the mandatory training, are good. This helps to ensure that staff are supported in developing their practice over time.

Strong relationships with partner agencies have continued. Strategy meetings and care planning meetings have taken place via video link. A social worker confirmed that there is good communication between them and the home.

Regulation 6 and 23 requirements raised at the last inspection were not reviewed at this visit. This was because this inspection was carried out remotely and it was not possible to comment on the quality of furnishings or to see medication records.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/05/2019	Full	Good
10/09/2018	Full	Good
19/09/2017	Full	Good
19/12/2016	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 quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children’s home’s overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child. (Regulation 6 (1) (2)(c)(i))</p> <p>This specifically relates to the fittings and furnishings in one young person’s bedroom.</p>	02/04/2021
<p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children’s home.</p> <p>In particular the registered person must ensure that—</p> <p>a record is kept of the administration of medicine to each child. (Regulation 23 (1) (2)(c))</p>	02/04/2021

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children’s home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC367551

Provision sub-type: Children's home

Registered provider: Crystal Care Solutions Limited

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

Responsible individual: James O'Leary

Registered manager: Stephan Dillon

Inspector

Dave Carrigan, Social Care Inspector

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, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding 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 1231, 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 <http://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 <http://reports.ofsted.gov.uk/>.

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: <http://www.gov.uk/ofsted>

© Crown copyright 2021