

SC480594

Registered provider: Crystal Care Solutions Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to provide care for up to four children who present with complex behaviours because of early childhood trauma. The home specialises in work with young people who display sexually harmful behaviours.

The registered manager has been registered with Ofsted since December 2018. She holds a level 5 qualification in leadership and management in health and care services.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

Inspection dates: 29 to 30 June 2021

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

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

The effectiveness of leaders and managers **outstanding**

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 10 December 2019

Overall judgement at last inspection: Outstanding

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/12/2019	Full	Outstanding
10/07/2018	Full	Good
28/11/2017	Full	Good
22/02/2017	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children have positive relationships with the committed and caring staff. These relationships are a key factor in children's successes. Children recognise the progress that they have made since they started living in the home. One child told the inspector, 'When I first came here, I just couldn't behave myself and got myself into all types of trouble. Living here made such a difference to me, the staff have all been great and supported me.'

Children are making great progress in all areas of their lives due to the individualised care they receive from staff. For example, one child has learned how to regulate their emotions better because of the guidance and support given by staff. This means that the child is calmer and generally less anxious. Another child has improved their social engagement with others. This has led to him becoming more self-aware, more confident and better able to maintain relationships.

A strength of the home is the standard of assessment of children's needs. Detailed reports of the children's emotional, psychological and physical health needs are compiled. This information is used to develop highly individualised care plans, which provide staff with clear strategies for meeting children's needs. This results in the children receiving consistent and well-planned care.

Children take part in decisions that affect them. This participation means that children have a voice and feel listened to and valued. Children are confident that staff will act on the things that matter to them. For example, a child told staff that the reading area of the home was too dark. Staff repainted this area in brighter colours in response to this. Children take part in meetings with staff and contribute their ideas about menus, decor and activities. Feedback questionnaires are used to seek and respond to the views of children, professionals and parents. These systems enable the registered manager and staff to sustain the high level of care provided to the children in the home.

Staff support children to see family members and those who are important to them. The staff facilitate flexible arrangements and provide transport for children who are placed a long distance from their home locality. On one occasion, a child was taking part in a charity bike ride. The home carried out the relevant checks and the child's father was able to accompany him on the bike ride. This shows the home involves parents as much as possible in their children's lives.

Strong partnership working with schools means that children make good academic progress from their starting points. Staff work with school to improve how school staff manage challenging behaviours, thereby avoiding unnecessary exclusions.

This has promoted excellent attendance and good progress relative to their individual ability. These are significant achievements considering that some of the children have spent long periods of time out of education.

The health of children is promoted positively. All children are appropriately registered for the full range of health services available to them and are encouraged to take part in all routine health checks and assessments. Staff have access to clinical support to assist them in meeting each child's emotional, social and psychological well-being.

Staff encourage and promote children's talents. Artwork and a well-maintained sensory garden show the talent that individual children have. The home is beautifully maintained, and children have their own personalised bedrooms. This helps children to feel valued and comfortable in their home.

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

The staff prioritise children's safety. They are well trained in all areas of safeguarding and are alert and responsive to any signs or symptoms of concern. Any training required to support additional vulnerabilities is arranged immediately. There are comprehensive risk assessments and management plans to guide staff practice. These are regularly updated with the police and therapy teams in response to changing or newly emerging concerns. Plans are clear about the procedures to follow, and staff demonstrate their knowledge of how they should respond to safeguarding concerns.

Research-informed practice, along with input from therapists and other agencies, informs the strategies in place to manage children's behaviours. Staff respond swiftly and effectively to children's behaviours which helps them to de-escalate potential incidents. Furthermore, children receive help to enable them to understand and manage their own behaviour. This contributes to children learning the skills to self-regulate their emotions and make positive choices.

Staff know how to implement and follow the local authority's joint protocol for reporting children missing from care. When a child goes missing, staff consider the underlying reasons for this behaviour. Children are provided with an independent person to speak to on their return home, and have the support of a therapist. This affords the opportunity to explore the reasons for children going missing and take action to minimise this in the future.

The registered manager makes sure that health and safety checks are regularly undertaken. Records show that children and staff regularly practise evacuations of the building, so they know how to respond in an emergency. The home has established systems and structures in place to maintain safe practices and fulfil health and safety obligations.

The registered manager makes sure that the organisation's thorough recruitment practices are followed. Staff are vetted and assessed as suitable before any appointment is confirmed. This means children are only cared for by suitable adults.

The effectiveness of leaders and managers: outstanding

The home is led and managed effectively by a committed, experienced and knowledgeable registered manager. She demonstrates a high degree of passion and aspiration to improve the lives of the children at the home. Staff mirror this commitment for the children. Staff are complimentary about the support that they receive from the registered manager. Staff feel that the registered manager is approachable and committed to the children's needs.

The training and development provided to staff ensure that all staff have the necessary skills and knowledge to support children effectively and promote positive outcomes. Most staff hold qualifications appropriate to their role. Those that are not qualified are undertaking the relevant qualifications.

Managers understand the strengths and areas for development in the home. The registered manager monitors staff practice and the children's progress. She carries out daily and weekly checks to ensure that any practice issues are promptly actioned. The staff complete detailed daily records, which include individual progress made by children. This information is used to provide the basis of a comprehensive report for social workers and parents.

The staff and the registered manager have established excellent working relationships with a range of agencies and professionals who are involved in children's care. Staff work closely with teachers, social workers, health professionals and the police. The manager challenges partner agencies appropriately and effectively when required. Consequently, children know that they can trust the staff to advocate for them.

The manager is not complacent. Research-informed practice continues to develop from a strong and confident base, which is making a difference to the lives and experiences of the children. For example, the manager has researched specific eating disorders to support the needs of one child living in the home.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, 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: SC480594

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: Kaylee Owens

Inspector

Dave Carrigan, Social Care Inspector

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