

# 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 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.

### Inspection dates: 7 and 8 December 2022

**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:** 29 June 2021

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
29/06/2021	Full	Outstanding
10/12/2019	Full	Outstanding
10/07/2018	Full	Good
28/11/2017	Full	Good

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

The registered manager completes comprehensive planning prior to children moving into the home. This ensures that children only move into the home when it has been assessed that staff can meet their needs. As a result of this good planning, staff are well prepared to care for children when they arrive at the home. This helps children to settle in quickly and to begin to make progress.

The staff provide children with exceptional care that enables them to make progress and thrive. Staff have high aspirations for the children, and they work in partnership with other professionals to ensure that children receive high-quality support.

Social workers report that the care and support that the children receive are excellent. One social worker said, 'The home understands the child so well and know how to work with him. There is a mountain of work that they have completed with my child, and they work well with [specialist support service] to help him make even more progress. Risk assessments are always informed, and risk is reducing because of what the home are doing. I couldn't be happier.'

Staff work closely with other professionals to ensure that there is a joined-up approach to caring for children. An independent reviewing officer said, 'I think they have worked very hard with [name of child], who has very complex needs. They always get in touch with any issues, and I have a really good relationship with staff and [specialist support service]. The registered manager always sends a thorough report before each LAC review. The actions are always met. I feel [name of child] is very happy and enjoys living at [name of home].'

The children, some of whom previously had low school attendance, are all now attending school or alternative education provisions. This is because of the support and encouragement they receive from staff. The children are making good educational progress. Staff ensure that children have personal educational plans to promote their progress, achievements and learning.

Children access a wide range of activities at the home and in the community. For example, they play football in the grounds of the home, care for chickens with the support of staff and use yoga and meditation to relax. In the home, there is a wide range of toys and play equipment for the children. Children also visit places in the local community, including parks and recreation areas, and take part in animal-based activities. Special treats such as going to a theme park are used to acknowledge children's good behaviour and personal achievements.

Children are supported to keep in touch with their parents, families and those people who are significant to them. One parent said, '[Name of child] has improved 150%. He's happy, comfortable in himself and laughs with carers all the time. They go

above and beyond. They always supported transport and it's such a long way. I am so glad he has been put in this home. It's changed his life.'

Children benefit from living in a comfortable, spacious and well-maintained home. They have lovely bedrooms decorated to their taste. This gives them a sense of pride in where they live, so it is rare for damage to be done to the home.

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

The staff work hard to keep children safe. The registered manager and staff recognise and understand each child's individual risks and vulnerabilities. The risk assessments are working documents that are kept under constant review and are revised and updated to reflect new and emerging risks, as well as recognising when risks have decreased.

Children confirm that they feel safe, and they are included in reviewing their risk management strategies. They feel able to share any concerns or worries they may have. One child said, 'The carers are always there for you no matter what you need. Before I came here, I thought a care home would be like a room with a camera in and the bedroom doors would be locked but it's nothing like that. It's the safest place for me.'

Through individual therapeutic sessions, children are supported to explore past experiences which are often very difficult for them. This therapeutic support is key to the progress that children have made.

On the rare occasions that children go missing, staff actively look for them. They work closely with the police to locate children quickly and secure their safe return home. Work carried out with children following such incidents stops or significantly reduces such behaviours.

The staff help children to understand and manage their feelings and behaviours safely. Consequences are rarely used. Following any incident, robust debriefing meetings take place with the child and the staff involved, to reflect on and discuss at length the support needed and the changes to plans required to reduce the likelihood of future incidents occurring.

Staff demonstrate an excellent understanding of safeguarding. All staff have had appropriate training to keep their skills and knowledge updated.

The home adheres to safer recruitment practice to ensure that staff appointed to work in the home are suitable to be employed and do not pose a risk to children. Regular fire drills are conducted, with all children and staff aware of the procedures to follow. Evacuation of the home is completed in swift and safe manner. The manager ensures that any maintenance issues are identified and addressed in a timely manner.

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

There is a suitably qualified and experienced registered manager in post, who registered in December 2018. She provides inspirational, child-centred leadership and management, promoting positive outcomes for the children. She is supported by an experienced and qualified deputy manager. The dedicated staff team provides high levels of care and support to the children. All staff undertake a range of training and development activities to make sure that their practice and knowledge are of a consistently high standard, informed by current research. They work alongside specialist support services to provide consistent support to the children.

The staff spoke of feeling empowered and motivated. They feel listened to and supported by managers. Staff take on responsibilities linked to their own interests, acting as champions. This provides staff with opportunities for professional development and leads to improvements in the staff's practice. One child's key worker had carried out some excellent direct-work sessions around labelling, anxiety, self-confidence and sexuality, which had been exceptionally well researched and planned.

Team meetings focus on each child's needs, using a multidisciplinary approach. Progress is clearly measured through individual plans and outcomes for each child. Further support is provided through regular and detailed supervision for all staff, which further enables them to reflect on their practice. The home has excellent working relationships with placing authority social workers, who hold the registered manager and staff team in high regard.

A member of staff said, 'We have an amazing manager who always reaches out for the best for all of the young people and staff who work there. She always puts everyone first and is always there if you need her. She always sees the uniqueness and gifts that each person brings to the home. [Name of manager] understands that everyone makes a team, and each person brings their "them" to the team.'

The performance of the home is scrutinised effectively. The registered manager consults with children's families, social workers and independent reviewing officers to review how they feel about the service and how the needs of children are being met. She makes effective use of the home's internal and external monitoring activities to understand the strengths and weaknesses of the home. She tackles weaknesses effectively to secure continuous improvement.

## **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

Mark Dickinson, Social Care Inspector

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