

2509670

Crystal Care Solutions Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately run children's home is registered to provide care for up to four children who may have social or emotional difficulties.

The manager was registered with Ofsted in April 2021.

At the time of the visit, four children were living in the home. One child spoke with the inspector about their experiences of living in the home.

Inspection date: 15 June 2023

This monitoring visit

The home was judged inadequate at the last full inspection. Following the full inspection, three compliance notices were issued under section 22A of the Care Standards Act 2000. These related to regulation 12, the protection of children standard, regulation 13, the leadership and management standard, and regulation 14, the care planning standard.

This monitoring visit was carried out to monitor the provider's progress towards meeting the steps in the compliance notices.

Staff's safeguarding knowledge and awareness of children's individual risks has improved. Staff understand their roles and responsibilities in keeping children safe, and have taken effective action to safeguard children.

Children's care plans now reflect children's individual needs, including any disability or learning need. Staff have been provided with training and supervision to support their understanding and ability to provide good-quality care for children.

One child has moved in to the home since the last inspection. The manager completed a thorough assessment of the child's needs prior to them moving in to the home. The manager also considered the needs of the children already living in the home. The transition for the child was well planned, and the child said that they felt welcomed by staff and other children when they visited the home.

Children's risk assessments now contain sufficient information about children's known risks. They are regularly updated and shared with staff. Risk assessments reflect children's specific needs and vulnerabilities.

The manager has made improvements in the quality of their monitoring arrangements. The manager has greater oversight of significant events, including the action taken following them.

Staff have received training that is relevant to the needs of the children who live in the home. The manager provides opportunities for staff to reflect on the training that they have received through regular team meetings, individual supervision sessions, and debriefs following incidents. This helps them to implement learning and improve their practice.

Key safeguarding policies, such as the company whistle-blowing policy, have been reviewed and discussed with staff. This has improved staff's understanding of safeguarding procedures and resulted in swift and effective action being taken to safeguard children.

There have not been any incidents of bullying in the home. Staff have received training to support them to recognise and respond to any incidents of bullying effectively. Children have been helped to understand the impact of bullying. They know who they can talk to if they have any worries or concerns.

Two recommendations that were made at the full inspection were not considered as part of this visit. Therefore, they are restated below.

A case review was held following this visit. It was decided at the case review that the compliance notices have been met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/04/2023	Full	Inadequate
09/06/2021	Full	Good
11/12/2019	Full	Requires improvement to be good

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

Recommendations

- The registered person should ensure that the children's home is a nurturing and supportive environment that meets the needs of their children. They will, in most cases, be homely, domestic environments. Specifically, the registered manager should ensure that repairs are completed in a timely manner so as not to detract from the home environment. ('Guide to Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that staff record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 2509670

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: Rebecca Hilditch

Inspector

Emma Thornton, Social Care Inspector

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