

SC477724

Registered provider: Crystal Care Solutions Limited

Full inspection

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 three children. The provider states in its statement of purpose that it provides care for children with social and/or emotional difficulties.

The manager registered with Ofsted in July 2022.

At the time of the inspection, three children were living in the home. All three children spoke to the inspector about their experiences of living in the home.

Inspection dates: 6 and 7 July 2023

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 **good**

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: 16 August 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/08/2022	Full	Good
07/07/2021	Full	Good
13/05/2019	Full	Good
25/06/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children enjoy living in this home and say they feel loved. They receive bespoke, therapeutic care from staff who care about them. Children's care is tailored to meet their individual needs. Consequently, children are making exceptional progress in all areas of their lives.

An external clinical consultant supports the team to deliver a therapeutic model of care. Well-planned direct work with children focuses on their presenting and emerging needs. This enables children to feel safe and secure and helps them to understand their emotions and develop a strong sense of identity and self-worth.

Staff model positive relationships with children. This helps children to develop an understanding of safe care. Children are supported to develop positive, trusting relationships with staff. One parent said that their child had made immense progress in the home, and this has made them feel more confident in the future for their child.

Children's education is exceptionally well supported. All children are attending school or college and are achieving their educational milestones. One child, who did not go to school before moving to the home, now attends school full time. Another child is being supported to pursue their plans to attend university after college. Education professionals are highly complimentary about the progress children make. They recognise the devotion of the staff team in ensuring that children have high aspirations for their futures and that they are supported to reach their potential.

The home is decorated and furnished to a high standard. Children are included in decisions about the home and have been encouraged to get involved in decorating. This helps them to feel included, develop a sense of belonging and learn skills that will assist them in adulthood.

Staff understand children. They go out of their way to ensure that children's interests are nurtured. Children's views are regularly sought and inform their care. This helps children to feel listened to and cared for.

Children have opportunities to engage in a range of activities and groups that they have not previously experienced, including the Cadets, youth clubs, attending fireworks displays and going on a supercar experience. None of the children have been on an aeroplane or to a concert before. They have been involved in organising these events and will be doing both over the summer holidays. This helps children to have new experiences and develop their social networks and positive peer relationships.

Older children are involved in an innovative independence programme that is helping them to develop key skills for the future. They are given a weekly budget and use direct-work sessions to make choices about food, savings and activities. This promotes their independence and helps them to take pride in their achievements.

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

Children's complex risks and high vulnerabilities are exceptionally well understood. Robust risk plans are in place that are regularly reviewed and include input from children. This helps children to understand their risks and make safer choices. Children also suggest strategies that they find helpful. Staff then use these strategies to help children.

Children receive a high level of supervision that is delivered sensitively to ensure that it is not intrusive. There are no episodes of children going missing from this home.

Following any incidents of children needing to be held or becoming dysregulated, debriefing meetings take place with the children and staff involved. This helps them to reflect on the incident and discuss any triggers or support needed. Children are also involved in updating their risk management plans and identifying levels of risk. This has helped to reduce the number of incidents for children.

Any allegations or safeguarding concerns are shared with appropriate safeguarding agencies in a timely manner. Incidents are well managed, with effective oversight from the manager.

Specialist therapeutic sessions take place every week for each child and are accessed by staff when required. This specialist advice is twofold; children can speak to the therapist and ask for advice on how to manage past and current behaviours, and staff can understand how to help each child with their behaviours and emotions. These sessions have had a positive impact on children's progress.

New staff employed at the home are recruited using safer recruitment practices. This means that appropriate checks are completed to ensure that staff are suitable to be employed and do not pose a risk to children.

The effectiveness of leaders and managers: good

The home is managed by a qualified and experienced manager. She is child-centred and highly ambitious for the children in her care. She has high expectations of the staff team and is committed to improving outcomes for children. The manager is supported by an experienced and qualified deputy manager. The deputy manager previously managed the home, which has meant continuity for the children and staff.

Staff training and development are focused to enable staff to meet children's needs. When any gaps or new and emerging issues are identified, they are quickly addressed, and bespoke training is commissioned. The strength and quality of training underpins the exceptional levels of care delivered by the team.

Staff practice in the home is informed by current research. Specialist services work with the children and staff in an engaging way to provide them with innovative support. There is a separate therapy room with a sensory area that children use when meeting with external professionals or to relax in.

The staff team is stable. Staff say that they love working in the home. They feel listened to and supported by the manager. They describe the manager as an asset to the home. Staff are dedicated to improving the lives of the children. This is evidenced in the highly effective, individual support they provide. Direct-work sessions are clear and aligned with placing authority plans and directed through the specialist agencies involved in each child's care.

Team meetings are clear and focused on practice in the home and the progress children make. The specialist therapists attend team meetings. This ensures that staff understand the work that needs to take place to maintain the high standards of care.

Relationships with other professionals are a key strength in the home. Professionals speak highly of the manager and staff. Communication is excellent, and staff advocate strongly to ensure that children's needs are met.

Staff receive regular supervision. However, supervision records do not demonstrate reflective discussions taking place about staff practice or the needs of the children in their care. This limits opportunities for staff to reflect and learn but has not directly impacted on children.

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

Recommendation

- The registered person should ensure that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)

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: SC477724

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: Amy Fairhurst

Inspector

Colin Jones, Social Care Inspector

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