

SC461938

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 owned and run by a private company. It is registered to care for up to two children who may have social and emotional difficulties. It is also registered to care for children who may have learning difficulties.

There were two children living in the home at the time of this inspection. The inspector spoke with both children.

The manager of this home has been registered with Ofsted since October 2023.

Inspection dates: 6 and 7 February 2024

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

How well children and young people are helped and protected good

The effectiveness of leaders and managers good

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 6 February 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/02/2023	Full	Good
20/12/2021	Full	Good
08/05/2019	Full	Good
17/04/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children enjoy living in this home and say that staff are fun to be around. Staff encourage children to remain active and provide them with opportunities to try new things.

Staff support children with their education and celebrate their achievements. Staff work well with the wider professional network and advocate for children's needs to be better met. External professionals say that communication is effective, and that the manager and staff are approachable.

Staff take children to routine and emergency health appointments. They support children to take their medication, when required. Staff teach children to understand their health conditions and how to stay healthy. They also work with children to help them understand how to keep themselves safe and well in the community and online.

Staff support children to spend time with people who are important to them. Children are encouraged to have friends over to visit them in the home. Staff take children out in the community to spend time with people who are important in their lives. One external professional, who oversees family visits, said that staff are 'polite and respectful' to family members.

The home is safe, warm and impeccably clean. There are numerous photos on display around the home and memory books for the children. The children's bedrooms are personalised and well maintained. However, one child's bedroom has a lingering odour caused by a previous health concern. A recommendation has been made to address this.

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

Children feel safe living in this home. One child said, 'It's nice here; people listen to you and staff do everything they can to make you comfortable.' Staff are calm and consistent with children, and children understand why rules and boundaries are in place.

Staff have developed warm and nurturing relationships with children. Due to these positive relationships and a good understanding of children's needs, staff are able to support children effectively when they become distressed. Staff have not had to hold children to prevent them from harming themselves or others.

Children do not often go missing from this home. When children have left the home without authorisation, staff have responded effectively to keep them safe. Staff remain aware of children's changing needs and ensure that paperwork is updated to reflect these.

Children rarely make complaints or allegations. When these have been made, the manager has responded effectively to ensure that children feel heard. Staff typically know safeguarding processes well and have followed these effectively. On occasions when these processes could be improved, the manager has provided effective oversight and challenge to the team and has completed additional work with all staff to further improve practice in the home.

The effectiveness of leaders and managers: good

The registered manager has the experience and qualifications required to successfully manage this home. Staff say that they enjoy working here and feel valued by the manager and each other. One member of staff said, 'The manager is very approachable, kind and supportive.' Managers and staff know the children well and have positive aspirations for their future.

The manager has demonstrated the ability to support staff while continuing to challenge practice that can be improved. Staff find their supervisions helpful and say they are supported to continue developing their skills and knowledge. Staff enjoy team meetings and find them a useful space in which to share ideas.

Staff are suitably qualified for their role. They receive ongoing training and development opportunities which help them to better understand how to support the children they care for. Staff are supported with their career progression and say that the manager takes the time to help them understand what is required for different roles.

The manager makes good use of internal and external monitoring to ensure that staff provide a high quality of care to the children. When recommendations are made for improvement, the manager is quick to action these in the best interests of the children.

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

- The registered person should ensure that all children have a safe and hygienic sleeping environment. ('Guide to the Children's Homes Regulations, including the quality standards' page 33, paragraph 7.3)

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: SC461938

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: Pamela Seddon

Inspector

Aislinn Cooper, Social Care Regulatory Inspector

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