

# 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 display complex behaviours because of early childhood trauma.

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

### Inspection dates: 22 and 23 November 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 **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:** 7 December 2022

**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>
07/12/2022	Full	Outstanding
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**

Children living at this home make exceptional progress, enjoy wonderful experiences and establish incredibly strong bonds with staff. Staff have genuine love, care and aspirations for children. Staff make this home a home away from home. Children and adults experience an extremely warm and nurturing environment.

Four children live at the home. Two children have left the home since the last inspection. One successfully moved back to their family home, and one moved into supported accommodation, which was his wish.

Professionals unanimously said that staff enthusiastically support children's education. Staff encourage children to attend their educational provisions and celebrate their educational achievements. There is excellent liaison between staff and education providers. At the last inspection, one child was not engaged in education. Since the last inspection, the support this child has received has been remarkable and has ensured that their engagement has improved.

Staff engage with and entertain the children especially well. Children attend a variety of fantastic activities, which are illustrated in memory books. Staff take children on holiday to places within the United Kingdom and abroad. For example, children went on a holiday to Portugal. This was their first holiday abroad and their first time on a plane. While in Portugal, the children were able to swim with dolphins.

Children go on holidays in pairs or small groups. This allows staff to provide children with individualised experiences that are tailored to their interests. Such trips broaden children's experiences and build their self-esteem. For some children, they have made memories that will last a lifetime.

Children benefit from having a consistent staff team that supports their every need. Staff have exceptionally positive interactions with the children. Children thoroughly enjoy the company of staff. Children and staff laugh together, play together and demonstrate affection towards one another. This creates an environment that is like that of a loving family home.

The staff are highly creative in their approach. Affirmation jars are in place for all children. Positive notes and compliments are placed in these jars throughout the year and then opened together and read aloud on New Year's Day. Staff do not see challenges; they see opportunities to engage and inform children.

Staff provide opportunities for children to engage in activities that build their independence and prepare them for their adult lives. Children are encouraged to

give back to the community, and one child who volunteers at a charity shop also raises money for the RSPCA through successful cake sales. Such opportunities, combined with the strong and trusting relationships that they have developed, increase children's potential to succeed when the time comes to leave the home.

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

The staff work hard to keep children safe, and children said that they feel safe. Detailed individual support plans for each child guide staff practice and clarify what actions staff should take to safeguard children. These plans are regularly updated by managers and staff and consider the views of partner agencies and the children.

Staff have an exceptional understanding of how children's feelings and experiences underpin their behaviours. As a result, staff provide targeted support to address previous trauma. This allows children to gain improved control over their own emotions, behaviours and, ultimately, their lives.

Since the last inspection, the use of physical intervention has reduced. Behaviours of concern have also considerably reduced. This is testimony to the highly skilled staff using their understanding of and relationships with children to help them feel safe and secure. Consequently, children are better equipped to manage overwhelming feelings in healthier ways.

All staff champion safeguarding practice and challenge each other in a supportive manner. This practice is supported by information sharing, which cascades relevant and up-to-date information among the staff team and is a valuable source of learning. The senior staff are also pivotal in broadening staff's understanding and helping them to build on their already strong safeguarding practice.

The organisation's commissioned specialist service provides the team with regular input related to research-informed practice. As a result, staff have an excellent understanding of trauma, attachment difficulties and harmful sexual behaviour. This helps staff to achieve remarkably strong bonds with children. Consequently, children feel emotionally supported by the staff.

Staff are not afraid to tackle sensitive subjects with the children. Staff use discussions to empower children and develop their knowledge. Consequently, children's increased understanding encourages them to make positive choices in their own lives.

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

Exceptionally strong leadership and management help to create an environment in which children and staff flourish. The manager is highly respected by external professionals and the staff team. Children are extremely fond of her, and this is

reciprocated. The manager's influence and approach have created a nurturing and loving environment in which children make excellent progress.

The children's views, wishes and feelings are central to the running of the home. Children have a sense of belonging, feel heard by staff and feel loved. This empowers children to have a voice. For some children, this is the first time in their lives that they feel that what they say matters.

The manager routinely collaborates with other professionals to ensure that children's needs are met. Feedback from professionals indicates that the manager consistently has the children's needs at the front and centre of her decision-making. At the last inspection, one child's needs were exceeding what the staff could sufficiently support. However, the manager and the staff did not give up on this child. They continued to provide safety, security and care with boundaries. Consequently, the child was able to remain at the home while appropriate plans for their move to supported accommodation were implemented and supported.

Placement plans and risk assessments are exceptionally detailed, reflective of guidance from the organisation's commissioned therapists and clearly outline the support required for the children. The manager regularly reviews and evaluates risks and the strategies to manage them. The records give clear guidance to staff, detailing how to reduce the risks to children. The records match the staff's understanding and are reflective of the practice in the home.

Internal monitoring systems are excellent. The person who is responsible for the monthly monitoring of the home has exceptional relationships with the children. Children enjoy spending time with her and feel safe to confide in her. This external monitoring adds an additional layer of safety. The strength of her relationships with the children allows them to share their experiences of care with her freely.

## **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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