

2509670

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 operated by a private organisation. It provides care for up to four children who may experience social or emotional difficulties.

The manager registered with Ofsted in April 2021.

At the time of the inspection, four children were living in the home. They all spoke with the inspector about their experiences of living in the home.

Inspection dates: 8 and 9 April 2024

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: 15 August 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/08/2023	Full	Good
27/04/2023	Full	Inadequate
09/06/2021	Full	Good
11/12/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are happy, safe and exceptionally well cared for. They love living in the home and have a strong sense of belonging. One child said the staff are like family and another said, 'The home is really good and staff are really positive.' Staff know the children incredibly well and are committed to ensuring that children have every opportunity to excel. The quality of relationships between staff and children is excellent.

Children make significant and sustained progress in all areas of their lives. One child said that they are 'a different person now, in the best way possible'. This is due to the persistent and caring personalised support provided by staff. Staff helped one child to find a Saturday job. Consequently, the child's confidence and self-esteem have flourished.

Children have 100% attendance in education and are thriving in their studies. Two children who did not previously attend school are now exceeding academic expectations. The manager and staff are highly ambitious for children and two older children have plans to attend higher education.

Children benefit from access to a wide variety of fun activities and new opportunities. Their interests are nurtured and their choices are acted on, for example, the home funds rental of a horse for one child. This makes a significant difference to the child's emotional well-being. Trips are arranged for one child to see their favourite football team play, to the absolute delight of the child. Group activities are encouraged and arranged for the benefit of all children. Relationships between the children living in the home are overwhelmingly positive.

Staff go above and beyond to help children spend time with people who are important to them. Staff proactively build positive relationships with family members for the benefit of children, including accompanying a child to visit a parent abroad for the first time.

Children live in a large house that is comfortable and welcoming. The environment is loving and nurturing. One child said, 'It is a nice house and a friendly home.' Children's bedrooms are personalised and well furnished. Two children are helped to care for small pet animals of their choice. Communal areas are decorated to celebrate a range of cultural events that children actively participate in. However, there is wear and tear to some areas of the home. The manager had identified this before the inspection and has plans to rectify this.

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

Children feel safe. Their risks and vulnerabilities are exceptionally well understood. Risk and behaviour support plans are individualised, clear and detailed. They are regularly reviewed by staff and are purposeful documents. Children contribute to their plans and

are helped to understand and manage their emotions and behaviours safely. Staff use creative and innovative methods with the children to help them identify and talk about their feelings.

Staff are trained in a therapeutic parenting approach that is embedded in their day-to-day practice. This is evident in the overwhelmingly positive relationships between the children and the staff. There are clear boundaries and routines in place, with the focus on rewarding children for positive behaviours. Consequently, there have not been any incidents of staff needing to hold children to keep them safe.

There have not been any incidents of children going missing from the home. This indicates that the children feel safe and secure there. The manager ensures staff keep their knowledge up to date about what to do if a child does go missing.

Children are supported to safely develop their independence, in line with their age and understanding. Meticulous work has been carried out to help an older child prepare to leave the home to live independently.

Recruitment for new staff is thorough and robust. This ensures that only adults who are safe to work with children are employed in the home.

The effectiveness of leaders and managers: outstanding

The manager is child-centred and inspirational. She is a committed leader who instils a culture of curiosity and continual improvement and development. She is fully involved in the children's lives and is a highly effective and tenacious advocate for them.

Staff love working in the home and talk about their roles with enthusiasm and immense pride. They feel that the manager is a supportive and compassionate leader. The staff team is stable and staff work incredibly well together. This provides stability and consistently high levels of care for the children.

Staff benefit from regular, comprehensive supervision sessions and team meetings that are child-focused and reflective. Creative methods are used to ensure that staff keep their knowledge up to date. Staff complete a wide variety of training to ensure that they have the skills and knowledge to meet the children's current and emerging needs.

Partnership working with professionals involved in the children's care is highly effective. A social worker said, 'Communication is excellent, and the home go above and beyond to meet the needs of the children.'

The manager has excellent oversight of the home. She is highly organised and uses monitoring systems effectively to ensure that she is fully aware of the home's strengths and shortfalls. Swift action is taken to ensure that the quality of care provided to the children is maintained to the highest standard. The manager is committed to continually improving the home and is proactively planning for the future.

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

Recommendation

- The registered person should ensure that all areas of the home are maintained to a high standard. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 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

Zillah Brooks, Social Care Inspector

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