

SC477724

Registered provider: Crystal Care Solutions Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private organisation. It provides care for up to three children who may experience social and emotional difficulties.

The manager registered with Ofsted in July 2022.

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

Inspection dates: 29 and 30 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 **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: 6 July 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/07/2023	Full	Outstanding
16/08/2022	Full	Good
07/07/2021	Full	Good
13/05/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children feel secure, happy, safe and loved. They receive exceptional care that enables them to make significant and sustained progress in all areas of their lives. Children living in the home are settled. One child has lived there for nearly four years and the other two for more than two years. Children love living in the home and have a strong sense of belonging.

The quality of the relationships between children and staff is excellent. Staff know the children exceptionally well and they meet the children's needs to a high standard. Staff listen to children and use creative ways to seek their wishes and feelings. Staff are keen for the children to excel and provide them with every opportunity to do so.

Children are thriving in education. Staff strongly advocate for children to access schools in line with their needs and wishes. One child who did not attend school before moving into the home, now has 100% attendance. Staff have developed highly effective professional relationships with school staff. An education professional said the support and communication from the home are exceptional.

Children are provided with a wide range of fulfilling and fun activities. Their interests are nurtured and they are encouraged to try new things. Children's choices are acted on, for example joining Scouts and going to a theme park and a golf driving range. Children are involved in growing fruit and vegetables in the large garden. Children enjoy regular holidays in the UK. Each child has a personalised book full of photos of activities and memorable times.

Staff proactively build positive relationships with family members for the benefit of children. They support and encourage children to spend time with people who are important to them. One family member said, 'I couldn't ask for a better home. Staff genuinely care about my child. They're fantastic.'

Children live in a large and homely house. They have ample space to relax, play and study. They have access to a well-equipped games room and a sensory room. The home is well furnished throughout and personalised with photos of the children enjoying fun activities. However, there are some areas of wear and tear that the manager had identified before the inspection and plans to rectify.

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

There is a robust safeguarding culture in the home and children feel safe. Children's risks and vulnerabilities are exceptionally well understood. Behaviour and risk management plans are thorough, individualised and clear. Children are involved in the development and review of their behaviour and risk management plans.

A committed and experienced therapeutic team works closely and collaboratively with staff and children. Children receive regular therapeutic support which they respond to exceptionally well. Therapeutic techniques and research-informed practice are evident throughout records and are embedded in the day-to-day culture of the home. Children are helped to understand and regulate their emotions.

Staff are mindful of children's emerging vulnerabilities and take swift action to manage potential risks. Children are supported to develop their understanding of issues that may affect them online or in the community.

Children are proactively supported to safely develop their independence, in line with their age and understanding. Each child has an individualised plan that provides them with clear and achievable goals to develop their confidence and independence. Meticulous work has taken place to prepare the older children for when they leave the home. Staff advocate tirelessly and professionally with other agencies to secure the best outcomes for children.

Safer recruitment practices are in place to ensure that only adults who are safe to work with children are employed in the home.

The effectiveness of leaders and managers: good

The manager is committed and enthusiastic. She is passionate about achieving the best possible outcomes for the children. She is fully involved in the children's lives and is an effective and dependable advocate for them. She is held in high regard by the children, their family members, staff and other professionals.

Staff enjoy working in the home. They feel valued and supported by the manager. Staff describe the manager as approachable and supportive. The manager and staff have high expectations for themselves and the children. At times, staff have had different opinions about expected standards in the home. The manager has taken action to ensure that the opinions of all staff are considered and that any issues between staff are resolved swiftly and do not impact on children.

Staff are provided with regular opportunities to discuss and reflect on their practice during supervision, day-to-day activities and team meetings. New ways of working are regularly discussed at team meetings to help develop and improve practice.

The manager ensures that staff are up to date with training and development. Staff value the training opportunities on offer. New staff benefit from a thorough induction programme that equips them with the right skills and knowledge to meet the needs of the children in their care.

Management oversight of the home is excellent. The manager regularly monitors the quality of care provided to children. She is highly organised and has robust systems in place to help track patterns and progress. This enables her to understand the home's

strengths and areas for development. The manager's comprehensive oversight of the home ensures that ongoing improvements are made.

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: 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

Zillah Brooks, Social Care Inspector

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