

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 operated by a private company. It is registered to care for up to two children who may experience social or emotional difficulties.

There were two children living here at the time of this inspection. Both children spoke with the inspector about their experiences living in the home.

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

Inspection dates: 29 and 30 October 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 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/02/2024	Full	Good
06/02/2023	Full	Good
20/12/2021	Full	Good
08/05/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children live in a clean and warm home that provides sufficient space for them to study and play. Children's bedrooms are personalised to their interests, and children say that they contribute to the decoration of the home. Photos of children are displayed in communal areas; this helps children to develop a sense of belonging in the home.

Children say they feel settled and happy. They have lived here together for a long period of time and have a friendly relationship with each other. Staff encourage children to spend time with their friends who are invited to visit the home. However, due to entry processes that have remained since the pandemic, entry to the home feels institutional rather than homely and welcoming.

Staff support children to maintain their relationships with family members. They work closely with other carers to ensure that children can spend time with their brothers and sisters and help to support visits with parents. This ensures that children understand their family identity.

Staff take children out to various places and encourage them to try new activities. When children share ideas of things they would like to do, staff ensure that children are provided with that opportunity. Children describe staff as fun and say that they enjoy going for days out with them.

Staff support children with their goals and aspirations. Both children are in full time education, and one child is currently working towards their GCSE's. Staff supported the child to find a work experience opportunity in the field the child is interested in pursuing and supported both children to engage in a charity fundraising day. Both children are developing their skills for becoming more independent at a pace that works for them.

Staff support children to maintain their physical and mental health and ensure that they attend all their appointments. One health professional said of the team, 'They're very well aware of everything they need to do for the children'. A mental health professional said, 'Staff encourage and support [Name of child] in the therapeutic work'. Children say that staff always listen if they ever need anything.

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

Children feel safe living here and have trusting relationships with the adults who care for them. Staff understand children's needs and vulnerabilities and are able to support them in a way that works for each child. Staff talk to children about how they want to be supported and put children's views into practice. This means that children can contribute to their care and have not had to be held to keep them safe.

Staff understand their roles in keeping children safe and work effectively with other professionals. Children do not go missing often from this home. When children have been missing, staff have responded quickly and effectively to ensure children return home safely.

Allegations against adults in the home do not happen often. When this has happened, managers have responded appropriately to ensure children are kept safe at all times. Staff are aware of their responsibilities to share concerns and advocate for the wellbeing of children.

Managers and staff provide consistent challenge to other professionals when there is more that they can do for children. They advocate for children's wishes and feelings and follow up when professionals allow tasks to drift.

The effectiveness of leaders and managers: good

The registered manager has the experience and qualifications to run this home effectively. Staff feel valued and well supported by the management team. One member of staff said, 'I've never felt so supported' while another said 'The manager goes out of her way to make sure we are supported'.

Managers and staff have a good understanding of children's personalities, progress, and vulnerabilities. The manager challenges staff to continue to develop their knowledge and ensures that staff are provided with further learning to continue to meet children's changing needs. Staff are provided with regular supervision and attend monthly team meetings which they find useful.

The staff team is consistent, and children say that they know the adults who care for them. When new staff join the team, safer recruitment practices are followed. This helps to ensure that all adults in the home are safe to work with vulnerable children.

The manager makes good use of internal and external monitoring to maintain a high quality of care for children. Strong management oversight promotes the children's safety and wellbeing.

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

Recommendation

- The registered person should ensure that children live in a warm and welcoming environment with a homely feel. This includes reducing institutional processes for entry to the home. ('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: 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

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024