

SC367551

Registered provider: Crystal Care Solutions Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private company. It provides care for up to three children who have had adverse childhood experiences.

At the time of the inspection, there were two children living at the home.

The manager has been registered with Ofsted since January 2023. He holds the required qualification.

Inspection date: 5 February 2025

Date of last inspection: 1 October 2024

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At these inspections, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Since the last inspection, one child has moved into the home from another home in the organisation. The move was well planned and included visits. The manager met with the child to answer questions, and the child had a timetable that showed him the plan. As a result, the child has settled quickly and says that he feels happy and safe. He gave the home '10 out of 10'.

Children live in a home that is warm and welcoming. Staff put photos of children on display, and high-quality soft furnishings contribute to a nurturing home environment. Children's rooms have recently been redecorated and are personalised to their individual interests. As a result, children feel a sense of belonging and feel valued in the home.

Children are listened to. They are supported to share their views on topics that are important to them, and staff take action in response to children's requests. The manager advocates strongly for children, to ensure that they are given a platform to share their views with other professionals.

Children enjoy a range of activities and are supported to explore their interests. One child plays competitively in a football team and attends regular training and matches. Another child goes to scouts and sings in a choir. Children's achievements are recognised and celebrated. As a result, children build confidence and develop a positive sense of self.

Children's plans and risk assessments provide staff with clear guidance on the steps they need to take to keep children safe.

Staff benefit from training on how to de-escalate incidents, and physical intervention is only used as a last resort to keep children safe. Children and staff are supported to talk through incidents after they happen. The manager evaluates incidents and identifies learning that helps to inform practice. As a result, incidents reduce over time.

Leaders and managers completed an evaluation of the home that considered the shortfalls raised at the last inspection. They created a clear action plan for how they would improve and develop the home and quality of care that children receive. As a result of the action taken from this planning, the requirements and recommendation raised at the last inspection have been met.

The registered manager is due to leave the home at the end of the month. An interim manager is in post and has applied to register with Ofsted. The interim manager is benefiting from a comprehensive and lengthy handover period, working

alongside the outgoing manager. Well-planned changes in leadership help to ensure consistency for staff and children.

Supervision is regular and includes reflection on practice. Staff say that they feel well supported.

Staff benefit from a comprehensive induction when they join the home. The induction prepares them well to work with children and includes opportunities to shadow more-experienced staff.

Staff benefit from a comprehensive range of training, and training is individualised to children's needs. The manager has good oversight of training and tests staff knowledge and understanding through scenario-based questions during supervision and team meetings. Children benefit from the support of staff who are knowledgeable and skilled.

No requirements or recommendations were raised as a result of this assurance inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/10/2024	Full	Requires improvement to be good
11/07/2023	Full	Good
03/05/2022	Full	Good
08/09/2021	Full	Good

Children's home details

Unique reference number: SC367551

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: Adam Barker

Inspector

Laura Norcop, Social Care Inspector

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