

SC477726

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 company. It is registered to provide care and accommodation for up to two young people irrespective of gender. The home specialises in caring for young people who have been, or who are, experiencing emotional and/or behavioural difficulties.

There is a registered manager at this home.

Inspection dates: 4 to 5 July 2019

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: 5 September 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/09/2018	Full	Good
25/07/2017	Full	Good
15/03/2017	Interim	Improved effectiveness
14/11/2016	Full	Good

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

Recommendations

- Ensure that the staff are familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)
- Ensure that the staff provide to children personal items that are appropriate for their age and understanding, in particular, this refers to mobile phone credit. ('Guide to the children's homes regulations including the quality standards', page 17, paragraph 3.21)
- Ensure that the lone working risk assessment includes the implications for children's care including any likely risks. ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.18)

Inspection judgements

Overall experiences and progress of children and young people: good

The majority of young people are settled and happy living in the home. The staff know the young people very well, invest time in them, and strive to give them the best opportunities in life. A young person commented, 'I would leave if I didn't like it. So that tells you – I've stayed here.'

Despite the best efforts of the staff team, a young person's placement has ended. The team challenged the placing authority effectively to find a new placement that was better suited in managing these complex emerging needs. Another young person has moved on as planned. The staff remain in contact with him, for example supporting him through his driving test and attending his birthday party with his new carer.

Young people's attendance and achievement at school are much improved. One young person has successfully completed all his GCSE examinations, something he and the staff are very proud of. Moreover, a school holiday to France was busily being prepared for at the time of inspection.

Young people are learning skills to prepare them for living independently. Young people learn budgeting skills, bus routes and attend work experience locally. These opportunities will stand them in good stead for future life and employment.

Young people are in good health. They are registered with appropriate healthcare services and attend all necessary appointments. They are encouraged to eat healthily and to exercise. Young people are also showing pride in their appearance and their self-confidence is growing.

Care planning is generally good and young people's day-to-day needs, such as routine and privacy, are met. However, a young person has not had mobile phone credit for a number of months. Also, there are contradictions as to the amount provided, and the staff are unclear about this. This can hamper young people's choice and expression of preference. This was addressed at the inspection by the senior manager.

The staff have a good understanding of young people's background and history. Memorabilia is currently being collated with young people to give them an understanding of their experience and life journey. Moreover, the staff make sure that young people see their family and friends regularly to maintain these relationships.

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

Young people feel safe and protected. The staff help them to understand risk and how to stay safe. They understand the need for young people to become independent and to take appropriate risks. This continues to be developed with young people to ensure that they have the same freedoms as their peers and that they are prepared for their life ahead.

Young people's behaviour is well managed by the staff. Sanctions and physical interventions are minimal and appropriate. Equally, incentives and rewards are used to positively reinforce behaviour. Respectful and trusting relationships continue to be at the heart of all care practice.

Significant incidents are reported to the relevant partner agencies to share information in the wider network of professionals to protect young people. Complaints are welcomed by the staff and resolutions are sought in the best interests of young people.

Incidents of young people going missing from care are well managed. If this does happen, staff are proactive in their responses. They follow each young person's missing-from-home protocol and report to all relevant agencies in a timely manner. Excellent relationships with the community police officer provide further reassurance and safety to young people.

Safer recruitment practice helps to safeguard against unsafe adults working in the home. Checks with the Disclosure and Barring Service and obtaining references from previous employers are part of this process.

The effectiveness of leaders and managers: good

The registered manager has been in position since August 2016. She is working towards a suitable qualification. She has experience in working with young people who have emotional and behavioural needs. The deputy manager supports her. Together, they promote the aims of the statement of purpose and strive to achieve the very best outcomes for young people.

There have been some changes in the staff team due to promotions within the company. The core team members remain stable and provide continuity for young people. The staff are currently lone-working with young people. This has been agreed within the organisation. However, the current assessment to manage this does not list the likely risks and it does not adhere to the company policy.

The staff members spoken with during the inspection said that they enjoy their work. They feel supported by the manager and their team members. The staff are suitably qualified or working towards a recognised qualification. They have regular training and informative team meetings to keep them keep abreast of emerging information.

Liaison with partner agencies is effective. All professionals and family members contacted spoke very positively about the staff, the communication with them and the progress young people make. A parent commented, 'They went out of their way to find out what made my son tick.'

Quality audit systems are in place and provide an overview of care practice. The independent person's reports are improvement driven. The management team has systems in place to monitor the care provided. It is fully aware of the strengths and areas for development in the service. The staff are still intending to refurbish the garage into a 'chill out' room for young people.

Young people's daily life is generally well captured in the records. However, pertinent details of when young people are given mobile phone credit, or details of the staff meeting the parents of young people's friends, are not always clear. A new electronic system is being implemented in the near future to help improve this.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: SC477726

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: Lisa Spicer

Inspector

Caroline Jones, social care inspector

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