

SC480594

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 registered to provide care for up to four young people who present with complex behaviours because of early childhood trauma. The home specialises in work with young people who display sexually harmful behaviours.

The registered manager has been registered with Ofsted since December 2018. She holds a level 5 qualification in leadership and management in health and care services.

Inspection dates: 10 to 11 December 2019

Overall experiences and progress of children and young people, taking into account **outstanding**

How well children and young people are helped and protected good

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: 10 July 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/07/2018	Full	Good
28/11/2017	Full	Good
22/02/2017	Interim	Sustained effectiveness
05/10/2016	Full	Good

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

Recommendations

- As set out in Regulations 31–33, the registered person is responsible for maintaining good employment practice. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. (Guide to the children's homes regulations including the quality standards, page 61, paragraph 13.1)

Inspection judgements

Overall experiences and progress of children and young people: outstanding

At the time of this inspection, one young person is living in the home. He has lived in the home for three years. The manager has agreed to temporarily operate this home as a solo setting for this young person.

Since the last full inspection, the manager has led a review of the model of care that staff provide. This process has been supported by extensive research. As a result, staff provide highly individualised, nurturing care to the young person. His progress in response to this change has been exceptional.

The young person receives an extremely high standard of care from a dedicated and stable staff team. This consistency of care enables the young person to build strong, trusting relationships with the staff.

The young person's emotional health has significantly improved as a result of living in this home. Staff work closely with the organisation's therapeutic service. This joined up work means that individual work is very well planned and targeted to the young person's unique needs. Sensitive individual work by staff has resulted in sustained improvements in the young person's self-esteem and confidence.

Staff are highly committed to the young person's education. As a direct result of staff researching and implementing additional learning resources for him, the young person has shown improvements in his school grades.

Staff work hard to help the young person to develop the range of skills that he will need in adult life. This positive work means that the young person is aspirational for his future.

The young person enjoys a range of activities that reflect his interests in motor sports and mechanics in particular. He has taken part in two camping holidays this year. In addition, the young person is involved in projects to support a range of charities. This has included a sponsored bike ride with staff and collecting food for the local food bank.

Staff place great importance on ensuring that the young person is involved in planning his care. Staff have been extremely creative in finding ways to enable the young person to communicate his wishes and feelings about significant issues. As a result, the young person feels listened to and highly valued by staff.

The manager has worked extremely hard to create a calm and homely environment. In doing so, there have been significant improvements to the physical environment. Staff have received training about sensory regulation and have used these strategies to create an atmosphere where the young person is relaxed and at ease. This innovative approach has resulted in a significant reduction in the level of damage caused to the home.

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

The young person feels safe living in this home. This sense of security supports him to make excellent progress.

Staff prioritise the young person's safety. Staff ensure that clear written risk assessments are in place and that these are regularly updated to reflect new and emerging risks. These assessments ensure that staff have access to the most current information about how to safeguard the young person.

Staff know the young person well and understand his behaviour. Staff are proactive in identifying potential issues and staff practice focuses on diversion and de-escalation techniques. The combination of staff knowledge and the young person's positive relationships with staff has resulted in an extremely significant decrease in his patterns of risk-taking behaviour.

The manager is diligent in overseeing the recruitment checks for staff who work at the home. This ensures that only people who are safe to work with young people are employed at the home.

The manager ensures that any safeguarding concerns are quickly reported to the statutory organisations and detailed records of investigations are maintained. However, on occasions when investigations have been carried out by an external manager, the records are not always sufficiently detailed. This means that action taken is not always clearly defined.

The effectiveness of leaders and managers: outstanding

The manager is a passionate and child-focused practitioner who provides inspirational leadership. She encourages staff to be creative in the care that they provide. As a result, staff are enthusiastic and committed to finding new ways to respond to the young person's care plan.

Staff benefit from regular, high-quality supervision and an annual review of their performance. This ensures that staff have regular opportunities to reflect on and to

develop their practice.

The manager ensures that all staff are well trained. This equips staff to meet the complex needs of the young person who lives in the home. The manager continually strives to develop staff understanding through the use of research-based practice.

Staff work hard to forge strong professional relationships with teachers, social workers and the police. These links have been instrumental in supporting the young person to make significant changes in all aspects of his life.

The manager has excellent oversight of the home through a range of review and monitoring systems. As a result of her attention to detail, all the requirements and recommendations from the previous full inspection have been met. In addition, there are no regulatory shortfalls identified during this inspection.

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: SC480594

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: Kaylee Owens

Inspector

Tracey Coglan Greig: social care inspector

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