

1270568

Registered provider: Crigglehome

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider owns and manages this home. It provides care for up to four children and young people with social and emotional difficulties. There are currently four children living at the home.

Inspection dates: 13 and 14 September 2022

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 2 February 2022

Overall judgement at last inspection: Good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/02/2022	Full	Good
26/02/2020	Full	Good
12/11/2019	Full	Requires improvement to be good
16/10/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The home has a stable staff team who provide consistent care to children. Staff know the children well and provide individualised care to children based on their needs and interests. One child has been supported to have a pet rabbit in the home. This helps children to feel listened to and cared for by the staff team.

Children who are moving into the home are welcomed and supported to settle. Other children already living in the home and professionals are consulted prior to new children moving in. This helps to manage any new risks and promote children's sense of security and stability. Children moving on from the home feel supported and included in the planning. As a result, children feel in control of their own plans, and this helps them prepare for moving on. One child said, 'This move is much better than other moves I've had. I know what is happening and it has been planned in advance.'

Education is promoted and children attend school. Two children have recently completed exams, which was recognised by staff as an achievement and celebrated. Children are praised for individual progress, which helps to improve their confidence and self-esteem.

Children are healthy and their health needs are met. Staff support children to attend health appointments and refer them to specialist provision. This helps to improve children's long-term physical and mental health.

The staff support children to maintain positive relationships with those people who are important to them. Children are supported to maintain friendships from school and in the community. This often involves supervising them at the local park. This can help children to increase their resilience.

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

Staff respond effectively to risks, which helps to keep children safe. Risk assessments reflect children's known risks, and any new risks are promptly considered as part of the child's individual risk management plan. For one child, the new actions identified resulted in risks significantly reducing. The child's social worker said, 'The manager went above and beyond when managing a safeguarding risk. She communicated with all agencies and attended all meetings. The staff were all up to date and this helped keep the child safe.'

Missing episodes are low in number. When children have gone missing, staff respond promptly. Staff communicate with the police, the local authority and family to locate children and support their quick return to the home. Children are offered independent return-home interviews to provide them with opportunities to speak to

someone else about their concerns. Children's views are listened to, which helps to reduce the risk of reoccurrence.

Staff have good relationships with children, and this helps staff to manage behaviour. Staff are trained in behaviour management and de-escalation. Physical intervention is not required often. When used, it has been to keep children safe. Children have debriefs that help them to understand the reasons for the intervention.

When children have made an allegation, these have been investigated by the manager. The manager has liaised with children's social workers and the local authority designated officer. Children's views and concerns are listened to, and investigations are carried out to ensure that children are cared for by safe adults.

New staff are appointed using safer recruitment practice, which helps to keep children safe. Staff's checks and references are verified to ensure that they are safe to work with children. Staff receive a detailed induction programme to ensure that they have the skills and understanding to care for children.

The manager has usually notified Ofsted of any serious incidents. However, on one occasion, Ofsted was not informed when the placing authority initiated a safeguarding investigation. This can reduce the ability of the regulator to have oversight of safeguarding practice.

The effectiveness of leaders and managers: good

The manager is currently undertaking her level 5 qualification to support her registration and her skills as a manager. She has a good knowledge of the children at the home and understands their needs. This helps the manager to support the staff team to provide consistent care to children.

Staff have regular supervision and feel well supported. Their supervision is reflective, and they have regular reviews about their performance. However, the manager has not received regular one-to-one supervision. This can reduce the opportunity for the manager to access support and for effective performance management.

The manager has been proactive when responding to shortfalls in staff practice or if allegations are made. Staff are supported through an investigation process, in line with the company policies. This ensures that staff understand expectations, and shortfalls in standards are addressed quickly.

The manager regularly reviews the care provided at the home. The independent visits take place, and the manager uses these to help improve practice. However, the manager does not use the opportunity to respond to actions set in the report before it is submitted to the regulator.

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The registered person must notify HMCI and each other relevant person without delay if— a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry). (Regulations 40 (4)(d)(i)(ii))	28 October 2022

Recommendations

- The registered person should ensure that a system is in place for the supervision of staff, including the manager. In particular, the registered manager should receive one-to-one supervision to give the opportunity to access appropriate support. ('Guide to the Children's Home Regulations, including the quality standards', page 61, paragraph 13.2)
- The registered person should ensure that the visits carried out by an independent person are rigorous and impartial. In particular, the manager should use the opportunity to respond to the written report and any actions set. ('Guide to the Children's Home Regulations, including the quality standards', page 65, paragraph 15.5)

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: 1270568

Provision sub-type: Children's home

Registered provider address: 2nd, Floor Lansdowne House, 85 Buxton Road,
Stockport, Cheshire SK2 6LR

Responsible individual: Vivien Snape

Registered manager: Monique Bristol-Colbridge

Inspector

Sadie Mulkeen, Social Care Inspector

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M1 2WD

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