

2509670

Registered provider: Crystal Care Solutions Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is managed by a private organisation. It provides care for up to five children who may experience social or emotional difficulties.

The manager registered with Ofsted in April 2021.

At the time of the inspection, five children were living in the home. They all spoke with the inspector about their experiences of living there.

Inspection dates: 10 and 11 June 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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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: 8 April 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/04/2024	Full	Outstanding
15/08/2023	Full	Good
27/04/2023	Full	Inadequate
09/06/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children say that they are happy, safe and loved. They receive transformational care that enables them to make significant and sustained progress in all areas of their lives. One child said that the home is 'like a family' and they 'love' living there. Another child said it was the best home they had ever lived in.

Since the last inspection, three children have moved out of the home and four have moved in. All the moves were exceptionally well planned, and children had an incredibly positive experience. One older child who recently moved out said that staff fully supported them and they were '100% prepared to live more independently'. The child said living at the home was the best thing that had ever happened to them. Staff went above and beyond to support a younger child to be able to live with their siblings again.

The manager and staff are highly ambitious for children. They persistently and effectively advocate for children to ensure that the best outcomes are achieved. For example, children who did not attend school before living in the home now have 100% attendance and are making significant progress with their studies. Children say that this is because staff encourage and support them to engage with their education. One education professional said staff 'make education a priority' and described the staff's communication and collaborative working as excellent.

Children's health and emotional well-being are actively promoted. The manager and staff work tirelessly with other agencies to ensure that children receive the help and support they need.

Children have access to a wide variety of new opportunities and fun activities. Their interests are nurtured, and they are encouraged to try new things. Children's choices are acted on. For example, they attend martial arts classes, premiership football matches and day trips to theme parks. Children are also helped to care for small pet animals of their choice.

Children live in a large house that is comfortable and homely. Children's bedrooms are exceptionally well furnished and personalised to their tastes. Communal areas are spacious and include a newly renovated annex where older children can develop their independence skills when using the kitchen and laundry. The house is generally well maintained. However, there are some areas of wear and tear in the kitchen and bathrooms. The manager had identified this before the inspection and has plans in place to improve these areas.

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

There is a strong safeguarding culture in the home. Staff understand the children's risks and vulnerabilities exceptionally well. Risk and behaviour support plans are personalised

to each child, and they provide clear and relevant information for staff. Children contribute to their plans and are helped to understand and manage their emotions and behaviours safely. Assessments to help manage risks are reviewed and amended regularly to reflect the children's current and emerging risks.

Staff have an excellent understanding of each child's history and complex needs. When one child made a series of allegations against staff, the manager took swift and appropriate investigative action that included the views of the child. Staff worked proactively with other agencies to understand the child's behaviour and demonstrated resilience and stickability to ensure that the child was safe and secure.

Staff consistently provide nurturing, empathetic and loving care to ensure that children's emotional needs are met. They are trained in a therapeutic parenting approach that is embedded in their day-to-day practice for the benefit of the children. There are age-appropriate routines and boundaries in place, which children respond well to. Consequently, children do not go missing from the home and they do not need to be held to keep them safe.

Children receive consistent praise and recognition for the smallest of achievements. Personalised incentive charts provide children with a positive reminder of the progress they make. Children help to choose the reward they will receive. One child said the incentives encouraged them to attend and succeed at school.

Robust safer recruitment practices are in place to ensure that only adults who are safe to work with children are employed in the home.

The effectiveness of leaders and managers: outstanding

The manager is inspirational, child centred and committed to her role. She knows the children and the staff incredibly well and is a strong advocate for them. The manager instils a culture of high expectation and continual improvement and development. She is held in high regard by the children, staff and other professionals. Staff described her as supportive, approachable and available.

Staff enjoy working in the home and are proud and enthusiastic about the care they provide and the progress children make. The staff team is diverse and stable; most team members have worked in the home for many years. They work exceptionally well together and provide consistently high levels of care.

Staff receive regular supervisions and have access to structured team meetings, which provide them with the opportunities to reflect on their practice. Discussions are detailed, child focused and linked to research, to continually improve and develop practice. Staff complete a comprehensive training programme, which includes specialist training to ensure that they have the skills and knowledge to meet the children's current and emerging needs. One staff member described the training as excellent and well structured.

The manager has positive and highly effective working relationships with partner agencies. External professionals are highly complimentary about the quality of care provided to the children and the communication they receive from the manager and the staff. One professional said, 'As a result of the care and support provided by the home, [name of child] is a different child now. They are happy and safe, and this is a credit to the manager and her staff team.'

Management oversight of the home is excellent. The manager is highly organised and has efficient systems in place to ensure that she is fully aware of the home's strengths and areas of challenge. She is committed to continually improving the home and the outcomes for the children.

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

Recommendation

- The registered person should ensure that all areas of the home are maintained to a high standard. (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: 2509670

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: Rebecca Hilditch

Inspector

Zillah Brooks, Social Care Inspector

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