

SC061438

Registered provider: Crossway Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. It offers care for one child who may experience social and/or emotional difficulties.

At the time of this inspection, one child was living in the home. The child was spoken to as part of this inspection.

The manager registered with Ofsted in May 2024.

Inspection dates: 19 and 20 August 2025

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: 20 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/08/2024	Full	Good
10/05/2023	Full	Requires improvement to be good
18/01/2023	Full	Requires improvement to be good
17/10/2022	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child has remained living in the home. Staff provide consistently good care to the child, with clear guidance and boundaries in place. This has contributed to the child making progress in all aspects of their life, and risks for the child have been reduced.

The child speaks positively of staff. The manager and the staff team have a strong focus on building positive relationships with the child. When the child struggles with changes in the staff team, the manager and staff reflect on this in supervision sessions and team meetings. They put plans in place to promote positive relationships between the child and all staff, for example ensuring that the child has protected time with the deputy manager, as they have a strong relationship.

The child is in full-time education and is making progress academically. The child's attendance has improved. Staff have supported this by ensuring that the child has the correct support in school, making effective use of incentives and promoting a consistent routine.

The child's health needs are met. Staff are working with the child's family and health professionals to promote a healthy lifestyle for the child. Staff also ensure that the child has access to a range of external health professionals to support their emotional well-being.

Staff understand the importance of the child's relationships with their family. The child is regularly supported to spend time with their family. The child's family said that they feel that staff care about and understand the child.

Staff encourage the child's independence. Staff include the child in daily chores around the home, such as cooking and washing up. They also encourage the child to make use of their free time. This helps to promote the child's confidence and to prepare the child for future independent living.

The manager regularly seeks feedback from professionals, the child and their family. The child's views are listened to and acted on. When staff are unable to follow through on the child's wishes, the reasons are sensitively explained to the child. This helps them to understand decisions being made about their care.

Staff promote a sense of belonging for the child. They regularly offer reassurance, praise and emotional warmth. Staff celebrated with the child for their one-year anniversary of living in the home. The child has been encouraged to personalise their bedroom, as well as the rest of the home. The child's artwork can be seen on display throughout the home, creating a colourful and welcoming space.

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

Staff know the child well and have a clear understanding of their risks.

The child has a clear routine and consistent boundaries in the home. Staff regularly have meaningful conversations with the child to educate them on known risks and explain the plans in place to keep them safe. This helps the child to understand expectations and promotes positive behaviour.

When the child is missing from home, staff act quickly to search for them and alert relevant professionals. However, there are no clear contingency plans in place for staff to follow regarding lone working when the child is missing from home, to ensure there is always someone searching for the child.

Staff respond well to incidents of self-harm. The child is offered first aid and further access to professional mental health support. Staff carry out room searches, and welfare checks in line with the child's plans, to assure themselves of the child's safety. Incidents of self-harm for the child have been reduced.

Incidents of substance misuse are rare. There are clear plans in place to manage this risk. However, on one occasion when the child was suspected to have misused substances, staff did not follow the child's plans to seek further health advice when the child refused medical attention. There was no impact on the child, and a recommendation has been made to reflect this shortfall.

There are clear plans in place to safeguard the child online. When there have been concerns for the child accessing inappropriate content online, staff have responded quickly to put further safeguards in place. This helps to reduce the risk of exploitation for the child.

The effectiveness of leaders and managers: good

There is an experienced and suitably qualified manager in post. The manager knows the child well and has a good understanding of their progress. The manager has high expectations both for the child and the staff team and encourages continuous progress.

The manager is dual registered and manages another of the organisation's homes. The manager is well supported by the deputy manager. They arrange their time well to provide effective management oversight at this home.

There is a stable staff team in place. Staff speak positively about the manager and say that they enjoy their roles. The manager and the staff team receive regular supervision and say that they feel well supported. One member of staff said that the manager is the 'rock' of the team and that they can speak to her about anything.

The manager is a strong advocate for the child. She challenges professionals when she feels decisions are not being made in the child's best interests. The challenge offered by the manager has meant that changes were made to the child's medication, which has led to positive outcomes for the child.

The staff team is trained in topics relevant to the child's needs. The manager is beginning to introduce research and theory into staff practice. The manager directs staff to further learning online and introduces research and theory into team meetings. This encourages reflective discussions and enhances staff's knowledge.

There is clear management oversight across all of the child's records. However, there is not sufficient oversight of the manager's day-to-day practice with the child. For example, the manager has evaluated records of their own interactions with the child. This does not allow for effective monitoring and review of their work.

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, The 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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(h)). Specifically, leaders and managers must ensure that there is sufficient monitoring and review of the registered person's practice and that the child's missing-from-home plans include clear guidance and contingency planning for staff who are lone working.	3 October 2025

Recommendation

- The registered person should ensure that staff follow children's plans in relation to seeking medical advice when there is reason to believe that the child is or has been under the influence of substances. ('Guide to the Children's Homes Regulations, including the quality standards,' page 35, paragraph 7.18)

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: SC061438

Provision sub-type: Children's home

Registered provider: Crossway Services Limited

Registered provider address: 2 The Calls, Leeds LS2 7JU

Responsible individual: Kealey Rushworth

Registered manager: Rebecca Khan

Inspector

Hayley Smith, Social Care Regulatory Inspector

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