

SC063498

Registered provider: Crossway Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private provider. It provides care for one child who may experience emotional and/or social difficulties.

Since the last inspection, a new manager has been appointed. They have recently applied to register with Ofsted.

At the time of the inspection, one child was living at the home. The inspector spoke with the child during the inspection.

Inspection dates: 2 and 3 June 2026

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: 9 July 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2025	Full	Good
25/06/2024	Full	Requires improvement to be good
13/06/2023	Full	Requires improvement to be good
07/03/2023	Full	Requires improvement to be good

Summary of findings

Since the last inspection, one child has moved out of the home and one child has moved in. The child enjoys positive relationships with staff who know them well. They are encouraged to take part in a variety of activities in the home and in the local community. While the child is not currently in formal education, they are being supported to access online learning until a local provision is identified. The child is also supported to maintain relationships with people who are important to them, including family members.

The home has a new manager who is in the process of registering with Ofsted.

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child has moved out of the home. The decision for the move was child focused and based on the child's needs. This ensured that the child had a positive and meaningful ending to their time in the home.

One child has moved into the home. Planning for this move was thorough and well thought out. The manager completed an assessment of the child's needs and considered this alongside staff skills. This sensitive and considered approach means that the child settled quickly.

The child enjoys positive relationships with staff who know them well. Staff use activities to build trust with the child and help them find new interests. The child is encouraged to take part in a variety of activities, including board games, go-karting and visits to a local safari park. These experiences help the child to develop their confidence and have fun.

The child is currently unable to access formal education. Staff ensure that the child has a structured daily routine, and they are encouraging the child to access online learning while a local provision is being identified. These foundations will support the child to attend education when the right provision is found.

The child lives in a comfortable home. The home is maintained to a good standard. The child's presence can be seen throughout the home with their soft toys and games in several rooms. Family photos are on display in the child's bedroom.

Managers and staff build positive relationships with family members. Some family members regularly visit the home to spend time with the child. This supports the child to maintain positive relationships with people who are important to them.

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

When children go missing from the home, staff respond appropriately to ensure their safe return. When children have been missing from the home, staff do not always speak to them about the reasons for this and about how to keep themselves safe. This is a missed opportunity to further reduce risks.

Children's risk assessments reflect their individual risks and are regularly updated by the manager. Staff understand children's risk assessments. Assessments provide staff with clear guidance about the actions they need to take when risks occur. As a result, staff are clear about their roles and responsibilities when children are at risk.

Where there are incidents of self-harm, staff respond sensitively. Staff ensure that children are provided with first aid and seek further medical advice when necessary.

Staff do not use consequences, and they recognise the importance of de-escalation techniques and practice in line with the PACE model of care when the child becomes distressed. As a result, the child has not needed to be held to keep them safe. This supports the child to maintain positive relationships with staff members.

Safer recruitment practices are followed. This ensures that those working in the home are suitable to work with children.

The effectiveness of leaders and managers: good

Since the last inspection, a new manager has been appointed. The manager is suitably experienced and is working towards the relevant management qualification. They have applied to register with Ofsted. The manager is visible in the home and knows the child and staff well.

Leaders and managers ensure that staff are provided with training opportunities to develop their skills. Staff have completed training about self-harm, and the manager also sourced attention deficit hyperactivity disorder training for staff before one child moved into the home. This ensures that the staff can meet children's needs.

Recording in the home is generally of a good standard. However, some recordings are unclear or have gaps in information. In one record of a child being missing from home, it was unclear whether a return home interview had been offered.

Staff receive regular supervision. This provides them with the opportunity to discuss the child, reflect on their practice and identify areas for development. One member of staff said that the management team is 'incredibly supportive'. Staff receive an annual appraisal. These include feedback from children, other professionals and the child's family.

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

Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
The registered person must maintain records ("case records") for each child which— are kept up to date. (Regulation 36 (1)(b)) Specifically, the registered person must ensure that children's records include all relevant information and are written to a good standard. This requirement was made at the last inspection and is restated.	16 August 2026

Recommendation

- The registered person should ensure that all children receive proactive direct work, targeted to their specific needs, to help them understand how to keep themselves safe. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.7).

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: SC063498

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: Post vacant

Inspector

Ruth Mortimer-Jones, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2026