

SC068206

Registered provider: Crossway Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is one of several homes owned by a private provider. It provides care for one child who may experience social and emotional difficulties.

At the time of the inspection, one child was living at the home.

The manager registered with Ofsted in January 2026.

Inspection dates: 29 and 30 April 2026

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 May 2025

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/05/2025	Full	Requires improvement to be good
07/05/2024	Full	Requires improvement to be good
05/07/2023	Full	Good
08/03/2023	Full	Good

Summary of findings

The child living in the home has made good progress from their starting points. A core staff team are in place and agency staff are no longer used. This has created consistency for the child who is forming trusted relationships with staff. The manager has high expectations and is focused on continued development for herself and staff.

Inspection judgements

Overall experiences and progress of children and young people: good

The home is comfortable and reflects the child's identity and individuality. The child's personal belongings and photographs are visible throughout the home, which promote the child's sense of belonging.

The child is at the centre of staff practice. The child has worked with staff to formulate a clear visual plan that supports the child's routine and boundaries. Plans are regularly reviewed to understand the child's behaviour and triggers. This has led to a significant reduction in incidents relating to the child's behaviour.

The child is supported to attend school regularly, with staff placing a strong emphasis on education. The child receives calm and creative support when aspects of school or learning feel challenging. The child previously struggled with punctuality, so staff introduced cycling to and from school with the child. This has improved their punctuality and attendance, while also supporting the child's independence and physical wellbeing.

The child previously stayed very close to staff and appeared anxious that staff may leave. Staff have offered the child consistent reassurance, and the child now feels secure enough to spend time alone in their bedroom and move freely around the home. This shows increased trust, confidence and emotional security.

The child has taken part in age-appropriate activities in the community, such as outings with friends to the cinema. The child's friends have visited the home for meals. The child recently celebrated a birthday at home with several friends, which demonstrates they are building social networks and sense of belonging.

The child likes living in the home and has positive relationships with staff, who they enjoy spending time with. The child enjoys playing games with staff in the home, including darts.

The child is supported by staff to maintain important family relationships. Staff listen to the child's views, particularly when travel to see family members is difficult, and they work proactively with other professionals to find solutions to any barriers. This helps the child to feel respected and involved in their care.

The child has a personalised life-story book, which captures the child's starting point, progress and any significant experiences. This provides the child with an important record for later life.

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

The child is supported to manage their feelings safely. Staff respond calmly and consistently when behaviour becomes challenging, using de-escalation, reassurance, space and clear boundaries to reduce risk and support regulation. Incidents, such as property damage, are managed well. Over time, there has been a significant reduction in incidents involving harm to others and damage to the home. There have been no incidents where the child has needed to be held.

The child has regular opportunities to discuss what is working well and what they find difficult, and their views are taken seriously. There is clear management oversight of incidents and practice, with learning routinely reviewed and used to make changes to practice. For example, the introduction of a clear and consistent visual timetable for the child has improved their understanding of daily routine. This has resulted in incidents of the child becoming upset and harming others no longer occurring.

Staff are suitably recruited, skilled and trained, and understand their responsibility to keep children safe. Risk assessments are clear and regularly reviewed, particularly where independence is increasing. Any changes to routines or time spent in the community are carefully assessed and agreed, with staff maintaining appropriate checks. As trust has developed, the child has been able to spend longer periods in the community, supporting independence while remaining safe.

There is a clear missing-from-home plan in place, and staff understand their roles and responsibilities should the child go missing. Staff know who the child's friends are, hold relevant contact details, and are aware of where the child is when spending time in the community. The child has not been missing from home for a significant period, reflecting the effectiveness of supervision, risk management and consistent care.

The child's use of online games and digital devices is appropriately managed. Staff ensure that content is suitable for the child's age and understanding and provide guidance on online safety. This enables the child to enjoy online activities safely.

The effectiveness of leaders and managers: good

The home is led by an experienced, skilled and competent manager who demonstrates clear oversight of practice and a strong commitment to continuous improvement. Since the last inspection, a stable staff team has been established, reducing the reliance on agency staff and providing continuity of care for the child. Care is delivered by familiar adults who know the child well, which supports the child to feel safe, settled and able to make positive progress.

The manager has a thorough understanding of the home's strengths and areas for development and leads with high expectations for practice and outcomes. A clear workforce development plan is in place that is focused on building staff knowledge, confidence and consistency. This includes identifying individual and team development needs, supporting staff to gain relevant qualifications and using learning from supervision and incidents to strengthen practice. This approach creates a learning culture in which good practice is embedded and continuously improved.

Leaders and managers work to a home development plan that strengthens the child's day-to-day lived experience. This focuses on clear routines, meaningful opportunities, and ongoing improvements to the physical environment, ensuring that care is purposeful and centred on the child's needs.

Staff receive regular, structured supervision and attend team meetings. These sessions are used effectively to reflect on practice, review incidents, identify learning needs and agree actions, which are followed up through management oversight. Reflective practice has led to improved consistency in routines and boundaries. This has supported emotional stability, improved school attendance and helped the child feel more settled and confident.

The leadership team maintains strong, professional relationships with external partners and the child's family. A social worker described communication from the home as 'always a strength', noting that staff share information about risks, progress and significant events in a timely and detailed way. This supports effective multi-agency working and informed decision-making. Education professionals also report that safeguarding concerns are shared promptly and managed well.

Parents report positive relationships with staff and feel listened to. When concerns were raised about staff consistency, leaders responded effectively, resulting in improved stability and progress for the child. The manager has also acted on parents' requests for more regular updates by strengthening communication arrangements, including planned monthly meetings, promoting transparency and shared understanding.

Staff demonstrate a strong commitment to working in partnership with families and professionals. They make sustained efforts to support family time and maintain important relationships, even when practical challenges are present. This collaborative approach supports the child's sense of identity, emotional security and ongoing progress.

Staff describe feeling well supported and confident in their roles. They value the opportunities provided for learning and development and speak positively about the leadership approach. Through clear oversight, reflective practice and a strong focus on workforce development, leaders and managers have created a stable, learning-focused environment where good practice thrives and positive outcomes for the child are sustained.

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: SC068206

Provision sub-type: Children's home

Registered provider: Crossway Services Limited

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

Responsible individual: Post vacant

Registered manager: Lucy Murphy

Inspector

Nicola Forrester, Regulatory Social Care Inspector

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