

SC374640

Registered provider: Crossways Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is part of a large national organisation. It is registered to look after and care for up to three children. This is the second full inspection of this provision due to an inadequate judgement at the last inspection.

The home does not have a registered manager, but a manager is in post and is applying to register with Ofsted.

Inspection dates: 31 October 2018

Overall experiences and progress of children and young people, taking into account

requires improvement to be good

How well children and young people are helped and protected

requires improvement to be good

The effectiveness of leaders and managers

requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 18 July 2018

Overall judgement at last inspection: inadequate

Enforcement action since last inspection: A monitoring visit took place in September 2018 to assess the progress that was being made to improve the home since it was judged as inadequate in July 2018.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/07/2018	Full	Inadequate
16/06/2016	Full	Good
21/12/2015	Interim	Improved effectiveness
21/07/2015	Full	Good

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
13: The leadership and management standard (1) The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— (a) helps children aspire to fulfil their potential; and (b) promotes their welfare. (2) In particular, the standard in paragraph (1) requires the registered person to— (b) ensure that staff work as a team where appropriate; (c) ensure that staff have the experience, qualifications and skills to meet the needs of each child; (e) ensure that the home's workforce provides continuity of care to each child. In particular, ensure that the improvements that have been made since the appointment of the new manager are embedded into practice.	01/01/2019
32: Fitness of workers (1) The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. (2) The registered person may only— (a) employ an individual to work at the children's home; or (b) if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). (3) The requirements are that— (b) the individual has the appropriate experience, qualification and skills for the work that the individual is to perform. (4) For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—	01/04/2019

(a) the Level 3 Diploma for Residential Childcare (England) (“the Level 3 Diploma”); or (b) a qualification which the registered person considers to be equivalent to the Level 3 Diploma. (5) The relevant date is— (a) in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or (b) in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (8) The registered person must take reasonable steps to ensure that any individual who is working at the home and who does not fall within paragraph (2)(a) and (b) is appropriately supervised while carrying out the individual’s duties.	
33: Employment of staff (4) The registered person must ensure that all employees— (a) undertake appropriate continuing professional development; (b) receive practice-related supervision by a person with appropriate experience; and (c) have their performance and fitness to perform their roles appraised at least once every year. In particular, ensure that supervision is regular and meaningful and fully address any practice concerns identified.	01/01/2019

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Since the full inspection, the care that children receive has improved. Previous concerns relating to children’s health and educational needs have been successfully addressed. The relationships between the children have improved because discussions have taken place with them and they have a better understanding of boundaries and expectations.

During the inspection, positive interactions and appropriate physical nurture were observed between children and the staff. A social worker and the children spoke positively about the quality of these relationships. One child said that he feels that things are better since the new manager was appointed. He feels more involved and listened to.

Children are supported well by staff to spend time with their families. Staff work closely with local authorities to ensure that this time is positive and beneficial for the children and their families.

Some improvements have been made to the aesthetics of the home. The manager knows that more work is required as some parts of the home remain stark.

How well children and young people are helped and protected: requires improvement to be good

There have been no safeguarding concerns since the last inspection. Incidents have reduced; this includes the use of physical intervention. This has been achieved because of changes to practice and better oversight by the newly appointed manager. Staff are clear about expectations of them, and this results in a calm and more consistent approach to care.

The arrangements for the safekeeping and administration of medication are safe. There have been no medication errors since the last inspection. Staff have received specific training to ensure that they are confident and that they have the skills and knowledge required to safely handle medicines. The new systems being used now need to be embedded into practice.

Senior leaders have appropriately taken time to fully understand the serious safeguarding concerns identified during the full inspection. They have spent time with the staff team discussing these concerns to ensure that they are not repeated. However, not all practice shortfalls have been robustly tackled directly with the staff involved. This means that managers cannot be certain that the staff fully understand how to keep children safe.

The effectiveness of leaders and managers: requires improvement to be good

At the time of this inspection, the newly appointed manager had been in post for seven weeks. During this period, significant positive changes have been made. Improvements can be seen in all aspects of the service. These changes now need to be embedded into day-to-day practice.

The manager has established effective systems to ensure that children's behaviours are understood and that the care that staff give them is responsive and meets their needs. For example, all incidents are reviewed and discussed with the child and the staff involved. This oversight now informs any changes to the care that children receive. One of the children told the inspector that he likes the new manager and stated that she 'has really helped me to make progress'. He particularly appreciates her focus on his future as opposed to his past.

Since the full inspection, not all staff have received regular and meaningful supervision. Some staff have received supervision from managers who do not have the knowledge or training required to successfully complete this task. The manager has identified this as a shortfall and has made recent changes to address this.

Managers have not ensured that all staff hold relevant qualifications in line with

regulation. This includes one of the management team who takes responsibility for the day-to-day running of the home and supporting staff.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: SC374640

Provision sub-type: Children's home

Registered provider: Crossways Care Ltd

Registered provider address: Keys Group, Maybrook House, Queensway, Halesowen, Worcestershire B63 4AH

Responsible individual: Sharon Edney

Registered manager: Post vacant

Inspector

Tracey Ledder, social care inspector

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