

SC386810

Registered provider: Crossway Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run children's home provides care for one child. The provider states in its statement of purpose that it provides care for children who may have social and/or emotional difficulties.

The interim manager has been in post since December 2021 and has submitted an application to register with Ofsted.

Inspection dates: 9 and 10 August 2022

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: 28 March 2022

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/03/2022	Interim	Improved effectiveness
08/09/2021	Full	Requires improvement to be good
12/03/2020	Interim	Improved effectiveness
28/05/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The child currently living in this home receives good care from a consistent staff team that knows them well. This has helped the child to feel secure and be able to express their individuality.

The child is encouraged to take part in social activities outside of the home. They enjoy trips to the seaside and amusement parks and have weekly singing lessons. Staff are creating memory folders of activities and important events so that the child has a record of their time living in this home.

The child is supported to develop their independence skills appropriately for their age. They are making progress with tasks such as cleaning their room, budgeting and cooking and have recently updated and handed out their CV to employers in the local area.

The child has made good progress with their education from their starting point. They have recently taken their GCSE exams and have a place to study at a local college after the summer break. Staff are working with relevant education professionals to ensure that the child is well prepared for the transition to college.

Staff liaise with relevant health professionals to ensure that the child's health needs are met. The child has also begun to engage with therapeutic services to support their emotional well-being. The child is encouraged to eat a balanced diet and adopt a healthier lifestyle, improving their fitness as a result. However, there is no record of the child's annual health assessment on file. This hinders the manager's ability to demonstrate how the home supports the child to make progress in this area.

The child's room is personalised, clean and tidy. Since the last inspection, improvements have been made to the home environment. The child has recently chosen some new furnishings for the living area and there are plans for a new bathroom to be fitted. The manager recognises that these improvements are ongoing.

The child is supported to spend time with the people who are important to them. Consideration is given to the distance from the home of the child's family and friends and staff plan this time well, in a way that meets the child's best interests. This means that the child has sustained relationships with the people who are important to them.

The child said that staff listen to them, and that they know how to make a complaint, although none have been made since the last inspection.

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

Detailed and individualised risk management plans are in place which identify the strategies staff are to use to manage and minimise risks to the child. Plans include the child's view of risk and are updated following incidents to ensure that they contain the most current information.

Staff spoken to have a good understanding of the child's key needs and vulnerabilities and the action they are to take in order to keep the child safe. However, not all strategies in place are always followed by staff. For example, during the inspection, the child was seen on one occasion vaping in the home, which was not challenged by staff.

Staff are supporting the child to take age-appropriate risks in a planned and safe way. For example, the child has recently been given a mobile phone. A risk management plan and a contract of expectations around the use of the phone were agreed with the child. Additionally, they have undertaken online safety work to further support their knowledge and understanding around the safe use of their phone.

When searches of the child's bedroom are undertaken, the actions are appropriate to keep the child safe. However, the recording of this is inconsistent. It is not always clear if additional staff have been used, if the child was present or if they have given permission for the search to take place, meaning that the records lack transparency.

A detailed behaviour management plan is in place which provides staff with strategies of how to best support the child. Staff use rewards to reinforce and encourage positive behaviours. As a result, consequences have not been used in this home and there have been no incidents when staff have needed to physically hold the child.

Following a recent safeguarding concern, the manager shared information with appropriate agencies. Feedback from professionals, including the child's social worker and independent reviewing officer, is positive. They say there is good communication with the manager about the child's progress and any incidents that have occurred.

There have been no incidents of the child going missing from the home since the last inspection. There are plans in place that detail the actions staff should take should the child go missing.

Safe recruitment procedures are in place for new staff. This means that children are protected from unsuitable adults being employed to work in the home.

The effectiveness of leaders and managers: good

Management arrangements have changed since the last full inspection. An acting manager is in place and she has submitted her application to register with Ofsted. She is child-centred and knows the child well.

The home has experienced a challenging period due to staffing shortages. This meant that the manager worked a number of shifts at the home, to ensure that the child was cared for by people they know. A deputy manager has been recruited and is due to join the organisation in the coming weeks.

Staff spoken to were complimentary about the support they receive from the manager. Staff supervision sessions now take place regularly, however, records are brief and do not consistently demonstrate how staff are helped to improve their practice. Additionally, not all staff have received their annual appraisal. This limits the manager's ability to continually evaluate staff practice to improve the child's care.

Team meetings take place regularly and are well attended by the staff team. Records show discussion about the child's needs and key areas of risk. The child has been able to attend meetings, which gives them the opportunity to contribute to the running of their home.

The manager has good oversight of the home and is aware of the home's strengths and areas for development. A number of improvements have been made since the last inspection. The manager was aware of some recording shortfalls but has been able to evidence how improvements have been made and there is a detailed plan in place for the continued improvement of the home.

Staff have completed a range of training to support them in their roles, including training relevant to the specific individual needs of the child living in the home.

External monitoring has supported the manager's development of the home and she has responded to the actions identified by the external visitor to improve the quality of care provided to the child. However, the home's quality of care report has not been submitted to Ofsted within the correct timescales, as required by regulation.

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
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2)(a)(i)(v)) The registered person must ensure that all strategies identified in children's plans are followed, to reduce risk.	22 September 2022
The registered person must ensure that all employees— have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(c))	22 September 2022
The registered person must complete a review of the quality of care provided for children ("a quality-of-care review") at least once every 6 months. The registered person must— supply to HMCI a copy of the quality-of-care review report within 28 days of the date on which the quality-of-care review is completed. (Regulation 45 (1) (4)(a)) Specifically, the registered person must ensure that the review of the quality of care is undertaken and sent to the regulator within timescales required by regulation.	22 September 2022

Recommendations

- The registered person should ensure that rooms are only searched if the child has been informed or asked for their permission. Immediate searching may be necessary where there are reasonable grounds for believing that there is a risk to the child's or another person's safety or well-being. The registered person should ensure that this is clearly recorded in the child's records. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.20)
- The registered person should ensure that staff supervision enables staff to reflect on their own feelings and behaviour and how their own feelings and behaviour may affect the children they care for. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.15)

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: SC386810

Provision sub-type: Children's home

Registered provider: Crossway Services Limited

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

Responsible individual: Amanda Quinn

Registered manager: Sarah Kimpton

Inspector

Genevieve O'Reilly, Social Care Inspector

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