

SC386810

Registered provider: Crossway Services Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home is registered to provide care for one child who may have emotional and/or behavioural needs.

The manager registered with Ofsted in October 2008.

The child's views were sought during the inspection.

Inspection date: 12 March 2020

Date of last inspection: 28 May 2019

Judgement at last inspection: Requires improvement to be good

Enforcement action since last inspection:

None.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/05/2019	Full	Requires improvement to be good
11/09/2018	Full	Requires improvement to be good
17/05/2017	Full	Good
05/01/2017	Interim	Sustained effectiveness

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has improved effectiveness.

Since the last inspection, one child has moved out of the home. The registered manager made a child-centred decision to end the child's placement due to increasing safeguarding concerns. The manager and staff supported the child to move to her new home in a planned way.

The child living at the home is making good progress in all areas of her life. The staff made her feel welcome from the very start, which made her move to the home a positive experience. This is reflected in the child's comment: 'I love all the staff and everything about the home. I am so loved.'

The manager and staff demonstrate an in-depth understanding of the child's needs and interests. The manager has provided staff with additional training that is specific to the child's needs. As a result, the child is benefiting from personalised care provided by a knowledgeable team.

The child is making continued progress in her education. Good routines and unwavering staff support are helping to improve her educational outcomes and achievements.

The staff are ensuring that the child's health is routinely assessed and promoted. The child is benefiting from leading a healthier lifestyle that involves regular exercise and an improved diet. Since living at the home, the child has learned how to swim, and thoroughly enjoys this activity.

The staff are alert to potential risk and they respond swiftly and appropriately to any safeguarding concerns. All staff receive regular safeguarding training, including training on child sexual exploitation. This training provides staff with the skills to recognise, assess and manage risk competently. Nevertheless, the staff would benefit from some specific training on e-safety to further increase their knowledge and expertise in this area.

The manager supports the staff well. Regular professional supervision, team meetings and effective communication are ensuring that all staff are fully informed of any changes in the child's needs, routines or plans.

The staff benefit from having access to a range of learning resources. However, the manager has not kept the training matrix up to date, to ensure that each staff member's training record reflects an accurate account of their learning and development.

Partnership working is a key strength. The manager and staff have forged positive relationships with the child's parents and this ensures that the child is supported to meet up with her family in a safe way. A parent said: 'It is a lovely calm environment and the staff are excellent; I couldn't wish for anything better. My daughter is thriving, she is so lucky to have such a fantastic placement. I can't thank them enough.'

The manager's monitoring of the quality of care provided in the home is strong. As a result, she has a sound overview of the child's progress, the strengths of the service and the areas for development. Some home-maintenance issues, such as the need to refurbish the kitchen and the outside of the home, are areas for improvement. The manager acknowledged that these outstanding repairs are undermining the homely and well-cared feeling of the home.

The manager and staff have high aspirations for the child and the home, and they are committed to ensuring that there is a continuous programme of improvement. All of the requirements and recommendations raised at the last inspection have been suitably addressed.

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

Recommendations

- For children's homes to be nurturing and welcoming environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)

In particular, the kitchen and the outside of the house should be refurbished to enhance the welcoming and homely environment.

- The registered person should have a workforce plan which can fulfil the workforce-related requirements of regulation 16, schedule 1 (paragraph 19 and 20). The plan should be updated to include any new training completed by staff while working at the home. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)

In particular, ensure that the training matrix is kept up to date.

- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.11)

In particular, staff should be provided with training on social media and internet safety.

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: Rouse House, Wyther Lane, Leeds LS5 3BT

Responsible individual: Amanda Quinn

Registered manager: Kathleen Mitchell

Inspector

Marina Tully, social care inspector

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