

SC386810

Registered provider: Crossway Services Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

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

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

The manager registered with Ofsted in September 2024.

Inspection date: 19 March 2025

Date of last inspection: 5 November 2024

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The Inspector looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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.'

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Since the full inspection, the child has been developing some positive relationships with staff. Staff continue to take opportunities as they arise to encourage and support the child to engage in activities in and out of the home.

The child is not attending an education provision. Staff are supporting the child around seeking alternative options. The registered manager and external agencies are working together to find the right solution that meets the child's educational needs.

Staff support the child to access routine medical appointments and work with the relevant health agency to ensure that the child's health needs are met. The child has weekly access to the home's therapist and is starting to engage with these sessions.

Staff have completed relevant training around identity and communication. As a result, staff have a better understanding of how to meet the child's needs. Staff support the child to share and express their views in a way that is accessible and comfortable for the child. Staff then liaise with wider agencies and advocate on behalf of the child, ensuring that their views are heard and acted upon.

Staff have the knowledge, skills and understanding to help keep the child safe. Staff know the child well and know how to respond to any incidents. However, the child's individual risk assessments are not always clear and do not contain up-to-date and detailed guidance for staff to follow.

Staff encourage and support the child to develop their independence in line with their views and individual care plan. The child is encouraged to take responsibility for budgeting, personal hygiene and keeping their room clean and tidy. However, there are no clear expectations for the child and no guidance in place for staff when they may need to intervene to keep the child's bedroom clear and safe.

Staff say that they enjoy coming into work and that they are supported by a kind and approachable registered manager. Staff have regular supervisions that are child-focused and support consistent practice in the home. Staff appraisals have not yet taken place.

The registered manager is receiving increased support and reflective sessions with leaders and managers. As a result, they have improved oversight and monitoring systems in the home. However, the quality of care report does not include feedback from the child and does not evaluate the impact of care.

The management team has taken some action to address the shortfalls raised at the full inspection. Most requirements given at the full inspection have been met. Three

requirements made at the last inspection have been restated and one additional requirement has been made.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/11/2024	Full	Requires improvement to be good
23/05/2023	Full	Good
09/08/2022	Full	Good
28/03/2022	Interim	Improved effectiveness

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, The 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; help each child to understand how to keep safe; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(ii)(b)) In particular, the registered person must ensure that risk assessments are relevant and up to date.	24 April 2025
The children's views, wishes and feelings standard is that children receive care from staff who take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to ensure that staff— help each child to understand how the child's privacy will be respected and the circumstances when it may have to be limited. (Regulation 7 (1)(c)(2)(a)(v)) In particular, the registered person must ensure that there is clear guidance for staff to follow in respect of entering a	24 April 2025

child's bedroom and that the child is helped to understand this.	
The registered person must— have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(c)) In particular, the registered manager must ensure that staff complete appraisals.	24 April 2025
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. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (3) (5)) In particular, the registered manager must ensure that the quality of care report contains feedback from children and professionals and evaluates children's progress.	24 July 2025

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: Kealey Rushworth

Registered manager: Lauren McLaughlin

Inspector

Justina Henry, Social Care Inspector

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