

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.

The manager registered with Ofsted in September 2024. She also manages another home.

Inspection date: 29 January 2026

Date of last inspection: 23 July 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At these inspections, the inspector evaluated:

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

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'.

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.

The child is cared for by staff who know them well. Agency staff are used to support key staff members, ensuring continuity of care. Staff use consistent praise and positive encouragement to support the child's behaviour, which helps to build positive, trusting relationships between the child and staff.

Managers and staff have arrangements in place to support the child's education, including access to an external tutor and daily staff support to encourage their engagement and independence. This ensures that the child continues to learn, regulate their emotions and make progress while not in full-time education.

When there have been concerns that a child has moved out of sight in the community, staff take immediate action in line with the child's behaviour and safety plan. This includes seeking additional support, contacting managers and involving external services where required. In one instance, staff actions meant the child was located quickly and returned safely, with no use of physical intervention. The incident was reviewed with management oversight, staff were debriefed and the child was supported to calm and manage their feelings safely.

When the child became upset during an activity, staff responded calmly by setting clear boundaries, explaining their decisions and offering reassurance. Staff supported the child to take a break from the activity and provided alternative calming options, which helped him to settle. Although staff are trained in physical intervention, this was not needed as the situation was managed well through de-escalation. This meant that the child felt supported and was able to calm safely.

Where there are worries about staff practice, managers act decisively to safeguard children. This includes following human resources processes, completing fact-finding and investigations, seeking advice from external safeguarding partners and speaking with children to understand what has happened to ensure that their views are heard. This approach demonstrates clear oversight and a commitment to learning and improvement to strengthen safeguarding practice.

Managers and staff understand their responsibilities to keep children safe and respond appropriately when concerns arise. When incidents or worries are identified, managers take prompt action, including reviewing practice, seeking external advice and completing fact-finding and debriefs. For example, when concerns were raised about how information was shared following an incident, managers acted quickly by seeking advice from the local authority designated officer, suspending staff where appropriate and completing investigations to ensure that safeguarding procedures were followed.

The manager, supported by a newly appointed deputy, provides clear leadership and regularly reviews children's plans to ensure that their needs are met. When a child has struggled to settle, the manager has worked closely with the placing authority and other professionals, appropriately challenging arrangements that may not be in the child's best interests. This has included advocating for a more suitable placement to better support the child's safety, stability and learning needs.

Staff receive regular, practice-related supervision and report that they feel well supported by managers. Some staff have achieved, or are working towards, relevant qualifications to support their roles. Since the last inspection, a number of requirements have been met. Those that remain have been restated and will be considered at the next full inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/07/2025	Full	Requires improvement to be good
05/11/2024	Full	Requires improvement to be good
23/05/2023	Full	Good
09/08/2022	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, 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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— use monitoring and review systems to make continuous improvements in the quality of care provided in the home (Regulation 13 (1)(a)(h)) In particular, the registered manager should ensure that systems are in place to support the regular review of care provided to children, and must ensure that all staff undertake the necessary training to meet the needs of children.	4 May 2026
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. (Regulation 14 (1)(a)(b)) In particular, the registered manager should ensure that care plans are reviewed to support children's transitions from the home.	4 May 2026
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))	4 May 2026

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: Post vacant

Inspector

Nicola Forrester, Social Care Inspector

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Piccadilly Gate
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M1 2WD

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Textphone: 0161 618 8524
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