

SC390434

Crystal Care Solutions Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. The home is registered to provide care for up to two children who have experienced trauma during their childhood which has resulted in them exhibiting complex behaviours. Currently, the provider is choosing to operate this home as a solo setting. This is in response to the COVID-19 (coronavirus) outbreak.

The home has been without a registered manager since August 2019. The current manager was appointed on 16 March 2020. She is in the process of making an application to register with Ofsted.

Inspection date: 23 April 2020

This monitoring visit

This home has been closed since 28 November 2019. The provider made the decision not to admit any children until the home had been refurbished and a new manager appointed.

The purpose of this inspection was to review the provider's readiness to reopen the home. Due to the COVID-19 pandemic, Ofsted did not physically visit the home. The inspector gathered evidence in several different ways, including talking to the responsible individual and managers. The responsible individual provided electronic documents and photographs for the inspector to review.

The provider has refurbished the home. It is welcoming and provides a homely environment for children.

The provider has recruited a new manager and staff to work at the home. Staff have received the training that is required for them to meet the complex needs of the children who will live in the home.

The acting manager has implemented new monitoring and review systems to support her oversight of the home. However, as the home has been closed, the impact of these new systems is untested.

Two requirements raised at the last inspection are considered to have been met. These relate to the provision of staff training and the completion of a review of the quality of care. As the home has been closed, it was not possible to fully assess all previous requirements. These will be considered at the next full inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/06/2019	Full	Good
15/05/2018	Full	Requires improvement to be good
27/02/2018	Interim	Sustained effectiveness
29/06/2017	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
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 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)(b))	30/06/2020
The registered person must compile in relation to the children's home a statement ('the statement of purpose') which covers the matters listed in Schedule 1. Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. (Regulation 16 (1)(5)) This relates to the registered manager ensuring that complaints made against the home are accurately documented.	30/06/2020
The registered person must maintain in the home the records in Schedule 4. (Regulation 37(2)(a)) This relates to keeping a copy of the staff duty roster of persons working at the home, and a record of the actual rosters worked, specifically hours worked at the home by the manager.	30/06/2020
The registered person must notify HMCI and each other relevant person without delay if there is an allegation of abuse against the home or a person working there. (Regulation 40(4)(c))	30/06/2020

Recommendations

- The behaviour management strategy should be understood and applied at all times by staff, and must be kept under review and revised where appropriate. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.34)

This is in relation to ensuring that behaviour management plans are updated to reflect therapeutic parenting models that staff are adopting.

- Regulation 19(2) details sanctions that are prohibited in behaviour management. Any sanctions used to address poor behaviour should be restorative in nature, to help children recognise the impact of their behaviour on themselves, other children, the staff caring for them and the wider community. In some cases it will be important for children to make reparation in some form to anyone hurt by their behaviour and the staff in the home should be skilled to support the child to understand this and carry it out. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.38)

Information about this inspection

Ofsted is aware of the challenges that COVID-19 (coronavirus) is currently posing to those we [inspect/regulate]. During this visit, the inspectors took into consideration the impact of any measures being taken to slow the spread of COVID-19 by the [setting/local authority/home/agency/school]. This has included the effect these have had on staffing arrangements [and the current attendance of the children]. (NB the latter square bracket text probably only needed for boarding provision).

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC390434

Provision sub-type: Children's home

Registered provider: Crystal Care Solutions Limited

Registered provider address: Bank House, Market Square, Congleton, Cheshire CW12 1ET

Responsible individual: James O'Leary

Registered manager: Post vacant

Inspector

Tracey Cogan Greig, social care inspector

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