

SC460761

Registered provider: Crossway Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

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

The manager registered with Ofsted in September 2024.

Inspection dates: 5 and 6 August 2025

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: 17 September 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/09/2024	Full	Good
20/06/2023	Full	Requires improvement to be good
15/03/2023	Full	Requires improvement to be good
05/05/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, there was one child living in the home, and one child had moved out of the home shortly after the last inspection. The inspector observed the child to be happy in the company of staff, and they actively sought out their support if needed. Professionals and the child reported that the child enjoyed living in the home and was happy there.

Relationships between children and staff are a strength of this home. Observations were made of warm and caring interactions between children and the staff in the home. The child said, 'I know they love me; I'm their golden child and their favourite.' Staff have done some excellent work with the child to support their individual needs, including their religion and exploring their identity. This has allowed for the child to build confidence in themselves and feel valued.

The registered manager recognises the importance of education. The manager of the home advocated for the child until a school place was found after an extended period of time without a school placement. Staff are clear about the importance of education, and the child had learning activities to complete throughout the day. The child is now in education and making progress. Both the child and staff team have high aspirations for their future.

Children engage in a range of activities. Staff encourage the child to take part in activities which support the child's physical and emotional well-being, for example going to escape rooms, on nature walks, going on bike rides and having frappe Wednesdays or pamper nights. Staff have collated photographs for the child as memories.

Children's health needs are a priority. Staff register children with relevant health professionals and encourage children to attend all appointments. Arrangements for managing medication are safe and effective and staff have positive relationships with health professionals.

The child's bedroom is personalised to their taste and contains what is important to them, such as photos of their family, books and their hamster. The home maintains a well-decorated, homely environment with photos of the child throughout, enjoying their time spent on activities and with the staff team.

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

Children living in the home are protected from harm. There are clear risk assessments in place that provide guidance to staff on how to reduce risk and enable staff to keep children safe. The child was able to identify a member of staff they were able to talk to and who would respond to their needs.

Safeguarding incidents within the home have been minimal. However, when incidents have occurred, these have all been well managed. Children's records are detailed and maintained to a high standard. They contain all relevant information. Follow-up work is identified and completed with the children. The manager reviews and evaluates all incidents.

Incidents of children going missing from home are infrequent. However, when children do go missing, the staff team responds effectively. Staff follow relevant plans for the children and document their actions clearly. Return home interviews take place swiftly and are completed by an independent service.

Staff use a restorative approach towards behaviour management. There has been one occasion when physical restraint was necessary. This was proportionate and took place in line with policies and procedures. Children thrive in an environment of mutual respect.

The effectiveness of leaders and managers: good

The home is run by a suitably experienced registered manager who has high aspirations for both the child and the staff team. The registered manager leads with an attitude of positivity; she is inspirational, confident and ambitious for the children, and this filters through to the staff team, whose members also have these perspectives for the child.

The leaders within the home have effective systems in place to ensure that good quality of care is provided to the child. The registered manager ensures that the child's plans are developed in line with the plans of the local authority and will challenge decisions that she feels do not reflect the needs of the children.

The home is more than adequately staffed to meet the needs of the child. The registered manager provides the staff team with regular and meaningful supervision, which is tailored to them and their needs. The team of staff find both supervisions and team meetings useful in increasing their ability to meet the needs of the children and build on their knowledge and learning.

Children are cared for by an experienced and skilled staff team. Staff have the skills and knowledge to manage risk and meet the needs of the children. However, the leadership team does not ensure that all staff have gained suitable qualifications within the required timescales.

The registered manager is confident at identifying the strengths and areas of improvement for the home, and this allows for her to review effectively the quality of care provided to the children.

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

Recommendations

- The registered person should ensure that all staff in a care role, including external agency or bank staff, have the qualification in regulation 32(4) within the relevant timescale listed in regulation 32(5). ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.12)

Information about this inspection

The inspector has 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: SC460761

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: Rebecca Khan

Inspector

Rose Maddocks, Social Care Regulatory inspector

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