

SC477726

Registered provider: Crystal Care Solutions Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is managed by a private organisation. It provides care for up to 2 children who may experience social and emotional difficulties and learning disabilities.

At the time of the inspection, one child was living in the home. They spoke with the inspectors about their experiences of living there.

The manager registered with Ofsted in August 2016.

Inspection dates: 10 and 11 February 2026

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 19 February 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/02/2025	Full	Outstanding
30/01/2024	Full	Good
06/09/2022	Full	Good
02/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The child is exceptionally well cared for. They are loved, safe, happy and secure. Staff know the child incredibly well and are fully committed to making sure they have every opportunity to excel. Living at the home has significantly improved the child's life chances and the child has made substantial progress in all areas of their life.

The quality of relationships between staff and the child is excellent. Staff talk about the child with immense warmth and pride. The child is provided with different opportunities to share their wishes and feelings, and they feel valued and heard. The child thoroughly enjoys spending time with staff both inside and outside of the home.

The child has excellent attendance at school and is thriving in education. Staff continue to promote learning opportunities outside of school. A staff member from the child's school described the staff team as 'brilliant' and the child as being, 'very settled and clearly valued and loved by staff'.

An older child who moved out recently, had an incredibly positive experience of leaving the home. Meticulous work was carried out by staff to prepare the child to live more independently. Staff used creative and innovative ways with the child to help them develop their independent living and social skills, including learning how to use sign language. Consequently, the child's confidence and maturity flourished.

The child benefits from access to a wide variety of new opportunities and fun activities. Their interests are nurtured, and they are also encouraged and supported to try new things. The child's choices are acted upon, for example attending cadets, playing golf, reading and going swimming regularly. The child thoroughly enjoyed their first holiday abroad with staff last year.

Staff go above and beyond to support the child to maintain relationships with people who are important to them. They have developed positive relationships with family members and communicate with them regularly. Staff hosted a Christmas day at the home for a child and their family. The parent described the day as, 'really, really nice' and 'just normal, like a proper family'.

The child has an exceptionally strong sense of belonging to the home. The home is welcoming and comfortable. The child's bedroom is well furnished and personalised to their tastes. Photos of memorable times and certificates of their achievements are displayed throughout the home.

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

The child is kept safe. Their risks and vulnerabilities are exceptionally well understood by staff. There are effective and clear risk and behaviour management plans in place which are reviewed and updated regularly.

There have been no significant incidents since the last inspection. The child does not go missing from the home and does not need to be held to keep them safe.

Staff have an excellent understanding of the child's history and complex needs. They consistently provide nurturing and loving care to ensure that the child's emotional needs are met. Staff are alert to risks and are mindful of the child's emerging vulnerabilities. They work effectively with one another and with other agencies to constantly develop their knowledge and understanding to meet the needs of the child.

There are clear routines and boundaries in place which the child responds well to. The child understands the rules and expectations and describes them as fair. Positive behaviour is consistently promoted, and the child receives constant praise and recognition. Rewards are frequent and the child helps to choose the reward they will receive.

Staff are trained in a therapeutic model that is embedded in their day-to-day practice for the benefit of the child. The child is helped to understand and regulate their emotions. Staff regularly talk to the child about topics relevant to their age and stage of development.

The effectiveness of leaders and managers: outstanding

The manager is highly experienced and child centred. She is inspirational and leads the team by example. The manager knows the child incredibly well and is a strong advocate for them. She is held in high regard by the child, staff and other professionals. One professional said, 'The manager is a great advocate for their children, ensuring that they have opportunities and experiences'.

Staff feel valued and supported by the manager. One staff member described her as 'amazing' and 'very knowledgeable' and another said she is, 'thoughtful and caring'. The manager is supported by an experienced and committed deputy.

Staff enjoy working in the home and are proud and enthusiastic about the care they provide, and the progress the child makes. One staff member said, 'I absolutely love working here'. The staff team is stable and experienced. They work exceptionally well together and provide consistently high levels of care.

Staff benefit from regular, high quality supervision sessions and team meetings which provide them with opportunities for reflection and learning. Staff have access to a comprehensive training programme that includes bespoke training as required. This

ensures that all staff have the skills and knowledge to meet the child's current and emerging needs.

The manager has highly effective monitoring systems in place that contribute to the safety of children. She has excellent oversight of the home and is fully aware of the home strengths and weaknesses. The manager has developed a culture of learning and consistently reviews practice and the quality of care being provided. She is committed to continually improving the home, enhancing outcomes for children, and planning for the future.

Information about this 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: SC477726

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: Lisa Spicer

Inspectors

Zillah Brooks, Social Care Inspector

Rebecca Robson, Social Care Inspector

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