

1231067

Registered provider: One to One Crisis Intervention Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for one child who experiences social and emotional difficulties.

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

The home has appointed a new manager, who is registered with Ofsted.

Inspection dates: 24 and 25 February 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: 13 November 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/11/2023	Full	Outstanding
25/10/2022	Full	Outstanding
10/06/2021	Full	Good
28/11/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Leaders and managers have taken action to learn from the experiences of children who have previously lived in the home. The child currently living in the home is making good progress. The child is supported to have trusting relationships with the adults who care for them. Staff talk to the child about a range of sensitive issues and take time to understand the child's individual needs.

The environment is homely and personalised for the child. The home needs some redecoration due to damage, and there is a plan to rectify this. There are photos and pictures on the wall that celebrate memories, special people and occasions. The child's bedroom is personalised to their tastes, and there are shared spaces in the home for eating together, relaxing and gaming. The child has several of their own well-loved pets in the home to care for, which gives the child a sense of security and belonging.

Staff understand the child's individual needs, and plans are child focused and written directly to the child. Staff regularly celebrate the child's successes and achievements. Staff actively encourage the child to share their views, and they involve them in planning and decision-making. The child has an independent advocate.

Staff support the child in maintaining healthy routines and sleep patterns. They have a good understanding of the child's health needs and sensitively approach any issues relating to health or dietary needs.

Staff understand the importance of education and support the child to reach their full potential. Leaders and managers have strongly advocated to ensure that the child attends the most appropriate school to meet their needs. Staff encourage the child to engage in various social and recreational activities that enhance their learning.

Staff are committed to ensuring that the child enjoys regular and meaningful time with their family. Staff have built trusting relationships with family members, which has helped them develop a consistent network of trusted adults around the child.

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

Safeguarding concerns are responded to in a timely and robust manner. Staff understand children's unique vulnerabilities, and their plans to minimise risk are clear and concise.

When children go missing from home, staff are persistent in their attempts to locate them and ensure that family and relevant professionals are kept up to date. When children return home, they are warmly welcomed back and offered food and nurture.

Staff support the child in taking age-appropriate risks as part of their development and learning skills to help keep themselves safe. The child enjoys spending meaningful time

with their friends in the community without any unnecessary restrictions. Staff monitor mobile phones and internet use in an age-appropriate manner. Staff have open conversations with the child about any concerns, and an educative approach is taken.

Allegations and complaints are responded to in a timely manner and thoroughly investigated. The child and individuals involved are supported throughout, and the outcome is clearly communicated.

Staff use various de-escalation techniques to support children who are experiencing distress. Management oversees incidents effectively and learns from practice. Restraint is used as a last resort. However, when used, the records do not always accurately reflect the incident.

Staff have not always intervened early enough to prevent harm when children have become distressed. There are several plans used to help support staff to reduce risk for the children, but these plans have not always been followed during periods of acute distress. Leaders and managers have taken action to learn from these incidents to improve practice and prevent repeat incidents.

The effectiveness of leaders and managers: good

The home is managed by a passionate and caring manager who has a good understanding of the child's needs. However, leaders and managers need to do more to gain an accurate understanding of the improvement needs of the home.

Staff say that they enjoy their role and feel supported by leaders and managers. The manager ensures that there is effective oversight and uses learning from incidents to improve practice.

Staff benefit from regular supervision and team meetings with managers who encourage reflection and learning from practice. Staff discuss different approaches to support the child's ability to manage their emotions, which helps the child to understand their feelings and develop positive ways to manage their behaviours.

Leaders and managers understand the importance of building relationships with children's families and the multi-agency network. Feedback from professionals and family members is positive about staff and their care of the child. Professionals comment positively on the child's progress and the support of staff, who maintain regular communication.

Leaders and managers ensure that staff are up to date with mandatory training. They organise bespoke training to support staff's ability to respond to children's individual needs. Agency staff are not used, and any temporary vacancies are filled with known and trusted staff from a nearby home. Plans to fill permanent vacancies are carefully considered to ensure minimal disruption to the child.

Leaders and managers have not always challenged the wider network effectively when there are gaps in services or decisions made about care planning. At times, this has caused children to feel anxious about their longer-term plans.

Leaders and managers have not always ensured timely action to address poor practice in the staff team, which has sometimes affected the children.

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 positive relationship standard is that children are helped to develop, and benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph 1 requires the registered person to ensure— that staff— are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same; de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(a)(x)(xi))	30 April 2025

Recommendation

- The registered person should ensure that placing authorities and relevant individuals provide the input and services needed to meet children's needs during their time in the home or in preparation for leaving the home (see regulation 5(c)). Staff should act

as champions for children, expecting nothing less than a good parent would. ('Guide to the Children's Homes Regulations, including the quality standards', page 12, paragraph 2.8)

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: 1231067

Provision sub-type: Children's home

Registered provider: One to One Crisis Intervention Ltd

Registered provider address: 5 Newton Road, Kingsteignton, Newton Abbot, Devon TQ12 3AL

Responsible individual: Carys Flain

Registered manager: Emma Burley

Inspector

Stacey Pellow, Social Care Inspector

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