

1249787

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 is a one-bedroom home which is registered to care for young people who may be experiencing emotional and/or behavioural difficulties. The home is owned by a private provider who has a number of other homes within the local area.

Inspection date: 5 July 2017

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	good
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The effectiveness of leaders and managers	good
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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: Not applicable

Overall judgement at last inspection: Not applicable

Enforcement action since last inspection

Not applicable

Key findings from this inspection

This children's home is outstanding because:

- The young person who lives at the home has made exceptional progress in a number of areas. This includes their emotional well-being, behaviour, social skills, educational attainment, development of their own parenting skills, and preparation for adulthood.
- Leaders, managers and staff are providing a high standard of nurturing care to the young person. Care planning is significantly informed by the young person's needs, wishes and feelings, and has greatly supported the young person's progress.

The children's home's areas for development:

- The young person is reluctant to engage in an active lifestyle. Further targeted support is needed to develop the young person's interests in forms of exercise.
- Leaders and managers should further develop the service by providing
- good-quality supervision which seeks to identify any gaps in knowledge, and supports reflective practice.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
First inspection since registration of home		

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

Recommendations

- Young people need to be given consistent encouragement and support to lead active and healthy lifestyles. Specifically, leaders and managers must ensure that increased support is provided to enable young people to engage in exercise. ('Guide to children's homes regulations including the quality standards April 2015', page 35, paragraph 7.18)
- A record of supervision should be kept for staff, including the manager. The record should provide evidence that supervision is being delivered in line with regulation 33(4)(b). Specifically, leaders and managers must continue to develop good-quality supervision which supports reflective practice and promotes staff's knowledge of safeguarding. ('Guide to children's homes regulations including the quality standards April 2015', page 61, paragraph 13.4)

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The home presents as an average family home. It is warm, welcoming, and decorated/maintained to a good standard. It is very positive to see the young person's identity reflected throughout the home. There are a number of photographs on the walls of the young person with family, friends, and staff members. The young person's personal belongings can also be seen in a number of the rooms.

The young person has made remarkable progress since being cared for by the registered manager and her staff team. The young person told the inspector that he would not talk to people and would be in his bedroom a great deal when he first arrived. He commented, 'I wouldn't have talked to you like this before and wouldn't eat meals with anyone.' The young person went on to tell me all about his aspirations for the future. The young person presented as happy and relaxed in his home. He now eats meals with others and does not isolate himself.

As a result of the excellent care that the staff team provides, the young person is happy and more confident. His relationships with others have improved significantly. The help that staff give the young person has improved his emotional health, self-esteem and wellbeing. The team has helped him to engage in positive, rather than destructive activities. He now has friends at college and within the local community with whom he can socialise on a regular basis. The young person also has a part-time job at a local restaurant.

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

The registered manager and her staff team have provided an individualised approach to meeting the young person's needs. The registered manager has developed creative ways to engage the young person in care planning and to gain their needs, wishes and feelings. For example, the registered manager has developed a tool which enables the young person to easily clarify how they are feeling. The young person is also involved in the staff appraisal process.

A great deal of targeted support to develop the young person's own parenting skills, their ability to maintain healthy relationships, and to promote a smooth transition into independence has been effectively facilitated by the registered manager. The young person is now able to cook many meals from scratch, budget, use public transport, wash their laundry, and keep their bedroom immaculately tidy. The registered manager has developed a 'what if' manual, as well as a life skills guide, for the young person to further support their move. These manuals include guidance on practical problems such as plumbing, tenants' rights, electrical issues, money management, being healthy, and how to keep emotionally healthy.

The young person's educational attainment is outstanding. After passing his Year 11 exams, the young person progressed from a specialist school into a mainstream college, where he has undertaken a course in motor vehicle bodywork and spraying, as well as functional skills in mathematics and English. The young person is being well supported to access further education once he moves into semi-independent living.

The young person now manages his own health needs, arranging his own appointments with the doctors and dentist, and managing his own prescriptions. The young person suffers from a condition which has notably improved since living in his home. The young person has engaged in some physical activities; however, he has been reluctant to maintain an active lifestyle. Further support from staff to find activities that the young person enjoys is required.

The young person has a number of positive relationships with staff at his home and within the wider service. The registered manager has assured the young person that he will be able to contact her and other staff when he leaves, and that they can meet up in order to maintain these important relationships.

The effectiveness of leaders and managers: good

The registered manager is promoting a nurturing ethos, which has resulted in the young person making significantly positive, emotional progress. The young person is confident and articulate. The young person has gained such confidence that he has been asked to act as a mentor for young people who are new to the service.

The registered manager strongly and effectively advocates for the young person when needed. The registered manager has created a culture of high aspirations for the young person, which has had a very positive impact on the young person. The young person's social worker commented, 'The young person is provided with excellent communication in their own language. This is unique and has proven to be very positive for engagement

and motivation. It's very impressive.'

The young person's positive progress is supported by appropriate and timely review of boundaries and behaviour management approaches. For example, the young person has free time in his home, and his own key to his house. The registered manager monitors patterns of behaviour to ensure that the young person is supported to learn and does not regress into negative habits, such as excessive internet use.

Care planning documentation is of a high standard overall. Care planning is pre-emptive and proactive in order to ensure that new goals are set, and that actions to support positive outcomes are completed in a timely manner.

The registered manager is auditing recruitment files; however, verification that all references are approved was not seen. Supervision systems could be strengthened to ensure they identify any gaps in safeguarding knowledge and support reflective practice. However, no detriment was seen to young people due to this area for development.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the difference made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

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: 1249787

Provision sub-type: Children's home

Registered provider: One To One Crisis Intervention Ltd

Registered provider address: One To One Crisis Intervention, 5 Newton Road,
Newton Abbot, Devon TQ12 3AL

Responsible individual: Annie Westbrook

Registered manager: Carys Flain

Inspector

Polly Soper, social care inspector

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