

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 home is registered to care for one child with emotional and social needs. At the time of the inspection, one child was living in this home.

The registered manager at the time of the previous inspection resigned in Dec 2023 and became the deputy manager. A new manager registered in February 2024, however they resigned in July 2024. Since then the previous registered manager who resigned in December 2023 is now the manager again and states that they intend to submit an application to register.

Inspection dates: 6 and 7 August 2024

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: 1 August 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/08/2023	Full	Good
01/11/2022	Full	Good
22/04/2021	Full	Good
12/11/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The child living in this home is cherished and cared for by a passionate staff team whose members are attuned to the child's unique needs. The child's move to the home was carefully planned and involved all those family members and others relevant to them. This positive start enabled the child to place trust in the adults before they moved into the home. When asked about living in the home, the child said, '[Their] best part was the staff, and how they look after me'.

The child has flourished since being in the home and has already made significant progress. Progress is tracked, relative to the child's starting points and staff celebrate the child's achievements no matter how small. The plans used by staff to care for the child are clear, concise and child focused. Consultation with the child is excellent, with their views on a wide range of topics always considered.

Staff take time to fully understand the child's unique needs and place a strong emphasis on developing nurturing relationships. Staff are highly skilled in using their model of care based on Playfulness Acceptance Curiosity Empathy (PACE) approaches to de-escalate and manage any incidents in which the child becomes distressed. The child's trust in the adults who care for them has given them a better understanding of their own emotions and behaviours, which has led to a reduction in the frequency and severity of such incidents.

Staff have made significant progress in meeting the child's educational needs and the child's introduction to their new school has been extremely positive. This close working between the school and staff has enabled the child to settle confidently into their new class and to make small but important steps of progress, academically, socially and emotionally. Teachers attribute much of this to the quality and the positive impact of the relationships that staff have with the child, and also with the school.

Staff place a strong emphasis on the importance of children having every opportunity to take part in a range of social activities and recreational opportunities. The child is supported to enjoy a varied range of activities and hobbies, such as horse riding, trips to the beach, crafts and baking. Staff also understand the value of relaxation and encourage the child to enjoy bubble baths, reading or movie nights in pyjamas together.

The manager and staff recognise how crucial it is to support the child to maintain positive links with their family. Family are welcomed into the home, including the child's pet dog, who is a regular visitor. Birthdays are special occasions and staff go above and beyond with celebrations to make the child feel special and to create happy memories with their loved ones. Staff understand the importance of the child's life story and use creative and personalised methods to capture these memories.

The home itself is welcoming and homely, with home cooked food and treats regularly being made. Areas for staff to use are carefully considered, so that they support staff to do their job but do not intrude on or take away from the homely feel, and staff are sensitive with their use of language, avoiding institutional sounding terms such as office.

The manager works closely with the local authority and challenges appropriately to ensure that plans for the child to have a permanent home and long-term security are confirmed. This supports the child to maintain positive relationships and be prepared for a future move. Gaps in mental health provision are met by the provider to ensure that the child receives the appropriate level of support.

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

The child is kept safe by a capable and knowledgeable staff team whose members are proactive and diligent in their response to risk. Staff understand and recognise the risks to the child, and the impact of the past harm to which they have been exposed. Staff know exactly how to manage and support these needs effectively on a day-to-day basis to help the children to feel safe and protected from harm.

The child is always kept at the centre of planning and supported to understand when decisions are made with which they may not agree but which are made to keep them safe. Plans to keep the child safe address all known vulnerabilities , are under constant review and provide clear evidence of how risks are being minimised effectively.

Staff take a positive and balanced approach to supporting the child to take age-appropriate risks. Staff are flexible and adapt their practice to enable the child to safely fulfil their potential, for example by increasing independent time away from the home to enable them to take part in activities and recreational opportunities that are meaningful for them. The evidence-based 'steps to independence' plan which is used by the child and staff is an exceptional example of good practice which balances risk and autonomy skilfully and effectively.

The child has been missing from the home on two occasions. On each occasion, staff have followed the agreed protocol, notified all relevant people and searched tirelessly for the child. Staff ensured that the return home was warm and welcoming, without judgement, and that it encouraged the child to share their experiences while away from the home.

Any incidents in which the child may be at risk or becomes upset are managed compassionately by nurturing staff who ensure that the relationships they have with children are quickly repaired. Lessons learned are documented and shared to improve future practice. Debriefs with the child and staff are sensitively undertaken and there is clear management oversight.

Any allegations made by the child are robustly responded to, investigated and resolved. The child is kept at the centre of the process and informed of the outcome.

The effectiveness of leaders and managers: outstanding

The highly regarded manager leads by example and is inspirational and ambitious in their approach. Leaders and managers have a good understanding of the strengths and areas of development for the home and have clear plans in place to address these areas.

Changes to the management arrangements in the home were carefully thought out with the child in mind. Therefore, the change in manager was seamless and there has been minimal impact to the child. Leadership has remained strong and consistent.

The exceptional care provided to the child is consistently delivered by a stable and committed staff team who know them well. Staff retention is high, and no bank or agency staff are used. Professionals speak positively of the high-quality care the home provides to the child and the successful outcomes which they are achieving.

Records are clear, up to date and accurately reflect the skilled work being undertaken by staff. Records show strong management oversight and the effective use of opportunities for learning from practice. Actions are routinely followed up and monitored for impact on outcomes for the child. Leaders and managers use research to improve practice, and this is an area which they are continuing to build on.

Arrangements for supervision, support and challenge are robust and staff benefit from a broad range of training opportunities, some of which are personalised for the child they care for. Team meetings are held regularly with a strong focus on learning and improving on practice. Staff place a high value on the support given by approachable leaders and managers.

Leaders and managers have well-thought-out plans to address upcoming changes in management. Plans are helping to ensure continuity for the child and staff, which will help to maintain the high standards of care already being provided.

No requirements or recommendations have been raised at this inspection.

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: 1249787

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: Post vacant

Inspector

Stacey Pellow, Social Care Inspector

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