

1249787

Registered provider: One to One Crisis Intervention Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This small home is situated in a suburban area. The team provides care for one young person. The home is one of several homes owned and operated by a local, private sector provider.

Inspection dates: 12 November 2019

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: 17 October 2018

Overall judgement at last inspection: outstanding

Enforcement action since last inspection:

Three recommendations were made at the last inspection; all have been addressed.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/10/2018	Full	Outstanding
15/01/2018	Interim	Declined in effectiveness
04/07/2017	Full	Outstanding

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, 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 leadership and management standard The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, ensure that— ■ the registered individual provides practice-related supervision to the registered manager in line with policy ■ the registered individual regularly visits the home to satisfy themselves that children's welfare is promoted, and that practice is being reviewed and monitored. (Regulation 13(1)(a)(b))	01/01/2020

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children continue to make exceptional progress in all aspects of their lives. This is because the child's care, protection, wishes and feelings are central to day-to-day operations. Thoughtful, multidisciplinary decision making underpins practice. This results in child-focused, nurturing care.

The child's health and emotional well-being have improved and continue to do so. Self-care skills have developed into a natural part of their day-to-day life. Access to specialist support ensures that children receive the right help when they need it most. This enhances the quality of care children receive.

Academic progress continues beyond expectation. The importance of education forms part of the culture and is threaded through everyday life. Incentives are in place to help with motivation and achievement. This is supporting children to believe in themselves and in their aspirations.

Activities and new experiences are promoted. For example, football club is a fun feature twice a week. In addition, a holiday abroad was a highlight during the summer break. The child took part in activities that were once thought to be impossible. This helps with confidence and has provided experiences that the child will remember well into adulthood.

Positive memories are captured on video and in pictures. This helps children have lifelong memories to reflect on and personal items that they can take away with them when they move on.

Children are supported to spend good-quality time with their families. Healthy relationships have developed between important adults. This ensures that time spent together is positive and reflects a supportive extended family.

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

There have been no significant safeguarding concerns since the last inspection. The welfare and safety of children is a priority. Children are safe. Children do not go missing or get involved in antisocial behaviours. Consistent, clear boundaries and expectations support children to make positive choices.

There is an abundance of nurture and love in this home. Strong, trusting relationships have developed and help to keep children safe. When new concerns emerge, they are skilfully and swiftly managed. Plans to reduce risks involve external agencies and experts. Action is taken so that staff understand strategies. This ensures a consistent and well-managed approach to risk reduction.

Incidents of concern are not common. When incidents do happen, they are well recorded, analysed and reviewed. Communication with the social worker and other relevant people is swift and concise. Appropriate action is taken.

Children receive care from skilled and experienced adults. Tricky, difficult and honest conversations take place on a regular basis. Appropriate behaviours and boundaries are often discussed. This has improved the young person's social resilience. As a result, friendship groups have developed and risks have reduced.

The effectiveness of leaders and managers: outstanding

The registered manager has the skills, experience and knowledge required. She drives this service forward with dedication and motivation. Her child-focused approach is apparent in every aspect of the home's operations.

The registered manager is a strong advocate for children. She makes sure that children access the services that they need. At times, this has involved her escalating concerns in other organisations. In doing this, she has earned respect and improved outcomes for children.

The registered manager understands the strengths and weaknesses of the team. She takes proactive action when there is a training need. This ensures that staff have the skills that they need to help the children.

Internal quality-monitoring systems are well established and highly effective. These allow for strong oversight. Themes and trends are well understood and are used along with research to inform practice. At times, expert advice is sought so that staff responses are appropriate and the best they can be for the child.

The presence and oversight of the registered individual are absent. They have not visited the home since the last inspection. In addition, no formal supervision has taken place with the registered manager for several months. These shortfalls do not, at this stage, affect the care of children.

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 differences 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 whom 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 Limited

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

Responsible individual: Annie Westbrook

Registered manager: Elissa Emery

Inspector

Tracey Ledger, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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E: enquiries@ofsted.gov.uk
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