

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 suburban area. The team provide care for one young person. The home is one of a number of homes owned and operated by local, private sector provider.

Inspection dates: 17 October 2018

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: 15 January 2018

Overall judgement at last inspection: declined in effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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15/01/2018

Interim

Declined in effectiveness

04/07/2017

Full

Outstanding

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

Recommendations

- Ensure that organisational policies are updated.
- Ensure that there is management oversight to medication corrections.
- Ensure that an accurate record is kept of all visitors to the home.

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children living in this home receive outstanding care. Staff are highly skilled and experienced. There are strong, caring relationships of mutual trust and respect between staff and children. Children are central to every decision that is made and this ensures that they are safe and that they make continuous progress.

Children receive highly effective, specialist therapeutic support. This support helps them to develop emotional stability, which is achieved by helping children to make sense of their past. One child who struggled to communicate or leave the house when they came to live here now enjoys several activities in the community and is playing football for a local team. They are proud of their achievement, as are the staff.

Children receive emotional support to help them to attend and achieve at school. Staff understand the barriers that can prevent children looked after from achieving academically and work hard to strive for equality of opportunity for their children. As a result, all children are motivated to attend and achieve well at school. Children's aspirations for the future are shared and encouraged by the staff who care for them.

Children are looked after by exceptionally dedicated, committed and nurturing staff. The environment in which they live reflects their care. Children like living here and are proud to invite friends and family home. An additional but important feature is the pet dog that comes to visit on a very regular basis and stays overnight. This provides children with some responsibility, but more importantly, unconditional love and additional nurture.

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. Known risks continue to reduce because of the care and the nurture that children receive.

Children do not go missing or get involved in antisocial behaviours. Consistent, clear boundaries and expectations are in place and these support children to make positive choices. Boundaries and house rules are reviewed regularly to ensure that they reflect

children's current and emerging needs.

The risks for one of the children associated with their excessive use of electronic devices has significantly reduced. Staff have skilfully succeeded in supporting a remarkable reduction without causing distress to the child or conflict.

Incidents of concern are not common. When incidents do happen, they are well recorded, analysed and reviewed. The social worker and other relevant people receive this information quickly, so that the most appropriate action can be taken.

The effectiveness of leaders and managers: outstanding

The registered manager is an exceptional leader who is dedicated, motivated, inspiring and highly respected. Her child-focused approach is apparent in every aspect of the home's operations. She places high expectations on her staff team members, who respect her and share her values. She has created an uncompromising culture that puts children first.

Quality monitoring systems are well established and highly effective. These allow for strong oversight and they enable the manager to better understand children. Themes and trends are well understood and are used along with research to inform practice. Care is adapted when children need additional support and this reduces the risk of emotional distress.

The manager understands the strengths and weaknesses of the team. She takes proactive action when there is a training need to ensure that staff have the skills that they need to help the children. The manager regularly gets feedback from professional partners and the children's families to constantly improve the home. Outside expert advice and support are sought on a regular basis to ensure that everything they can do to help children have better experiences is being done.

Staff are well supported. They have regular, meaningful supervision, children and practice are discussed openly and two-way challenge is seen as an integral part of practice improvement. Staff also have access to a skilled psychologist and staff see this as a crucial part of the care that children receive. This brings added value to practice and allows continuous reflection and improvement.

The manager is a strong advocate for children and makes sure that children access the services that they need. At times, this has involved successfully escalating issues to senior staff in other organisations. Communication and working relationships with other professionals are excellent and effective. Professionals praise the team and the difference that they make to children's lives.

Recommendations in respect of documentation have been made at this inspection. These areas for improvement do not impact on 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: One To One Crisis Intervention, 5 Newton Road,
Newton Abbot, Devon TQ12 3AL

Responsible individual: Annie Westbrook

Registered manager: Elissa Emery

Inspector(s)

Tracey Ledder: social care inspector

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