

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

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

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

The manager registered with Ofsted in November 2024.

Inspection dates: 20 and 21 January 2026

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: 6 August 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/08/2024	Full	Outstanding
01/08/2023	Full	Good
01/11/2022	Full	Good
22/04/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The inspector spent time with the child and observed interactions between them and the staff throughout the inspection. The child said they like living at the home and feel settled. They said they would not change their care, except for wanting more time away from the home without staff. The child feels actively involved in the day-to-day decisions that are made in the home.

The child has made sustained significant progress from their individual starting point. Clear targets are defined and are reviewed regularly, which helps staff monitor progress. As a result, children experience positive outcomes across a range of areas, including their ability to keep themselves safe, their emotional wellbeing, and improved social relationships.

The child's family and external professionals recognise the warm and nurturing relationships between the child and staff. The loving relationships that the child has developed have undoubtedly contributed to the improved outcomes they have experienced while living at the home.

The child receives support to engage with an education provision that meets their individual needs. When children express views about attending alternative provisions, these are listened to and acted on. Staff help the child to identify and create new plans and apply for new provisions independently in line with their age and stage of development. This helps the child develop their confidence.

The home provides a warm and nurturing environment for children. It has a welcoming and homely feel throughout. Photos of the child are displayed around the home, with several images reflecting the child's relationships with their family. This promotes the child's sense of belonging and identity. The child has significantly contributed to the decoration of their room, which clearly reflects their personality.

The child receives support to develop a range of independence skills, which include a focus on the practical, emotional and social skills needed to manage living independently. However, the child has expressed a desire for increased independence, including increased free time and overnight stays. Greater consideration should be given to adapting arrangements to further support the child's growing independence in a planned way.

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

Staff respond promptly and diligently to incidents when the child goes missing from home. They take appropriate action to locate children, remain in contact where possible and work closely with family members and relevant professionals, which helps bring children home safely. Return home conversations are consistently offered.

The child receives support to raise concerns about staff practice. Concerns are taken seriously, and safeguards are implemented quickly to ensure the child's safety. Investigations into practice are carried out appropriately, and decisive actions mean that staff do not return to work if concerns are substantiated. Leaders and managers ensure that follow-up actions are carried out, such as referrals and feedback conversations with children. This means that children feel heard and safe.

Staff respond to incidents of self-harm in a calm, considered and nurturing manner. The child is offered appropriate medical care, and staff take time to explore children's feelings through supportive and reassuring conversations. This helps children to feel cared for and emotionally supported at times when they are distressed.

Since the previous inspection, there have been two incidents where there have been concerns about the child misusing substances. Room searches have taken place appropriately, and conversations have taken place with the child around risks. Children generally give permission for room searches.

The home's statement of purpose identifies trauma-informed care as the approach that underpins practice; however, this is not always delivered by all staff. Conversations with the child following significant incidents do not always adopt a trauma-informed approach. On one occasion, language was used that was blaming and resulted in the child disengaging.

Overall, the child is supported by staff who have a comprehensive understanding of their needs and risks, and they are aware of the protocols to follow to keep the child safe. The child's complex vulnerabilities associated with exploitation, missing and substance misuse have significantly reduced since living in the home. The manager has an exceptional understanding of the child's needs and has developed trusting and supportive relationships with the child and their wider network. Leaders recognise that further work is necessary to strengthen the trauma-informed care being provided in the home, in line with the home's statement of purpose.

The effectiveness of leaders and managers: outstanding

The manager is passionate and committed to delivering an excellent standard of care and support to the child who lives at the home. The manager has a clear understanding of the home's strengths and areas for development and uses this to drive improvement and maintain high standards of care. Strong, consistent oversight ensures that practice remains focused on meeting the child's complex and changing needs.

The manager has an exceptional understanding of the child's complex needs, vulnerabilities and risks and has developed close, trusting and supportive relationships with the child and their wider network. These relationships underpin the high-quality care provided and ensure that decisions are child focused. The manager's leadership creates stability and continuity for the child, contributing to their progress and wellbeing.

Regular team meetings and supervision sessions take place. They are used effectively to review recent events, identify any required changes to practice and explore different ways to further support the child. Staff are encouraged to seek and reflect on research and consider how this can inform and strengthen their work with the child. As a result, learning is embedded into daily practice and contributes to improved outcomes for the child.

Family members speak exceptionally highly of the excellent care that the staff provide. They recognise the child's significant progress in all aspects of their life. One parent commented that the manager has become like a member of their family. They credit the progress the child has made to the staff's care and commitment and feel they have ultimately helped set the child on a significantly better path and potentially saved their life.

Staff consistently report feeling well supported by the manager. Any concerns or issues are addressed promptly and effectively, and they feel heard and valued. Staff credit the progress the child has made to the manager's dedication and high aspirations for the child.

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

Statutory requirements

Recommendation

- The registered person should ensure that staff understand and implement the therapeutic approach set out in the home's statement of purpose. ('Guide to the Children's Homes Regulations, including the quality standards', page 33, paragraph 7.3)

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: Carys Flain

Registered manager: Catherine Robbins

Inspector

Minnette Sims, Social Care Inspector

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