

1259216

Registered provider: One To One Crisis Intervention Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider and registered to provide care for one child who may have learning difficulties and/or social and emotional needs. At the time of inspection 1 child was living in the home and was spoken to by the inspector.

The registered manager post is vacant. The provider has appointed a manager who has not yet submitted their application to Ofsted.

Inspection dates: 16 and 17 March 2026

Overall experiences and progress of children and young people, taking into account	good
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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 effective services that meet the requirements for good.

Date of last inspection: 3 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/02/2025	Full	Good
19/09/2023	Full	Good
12/09/2022	Full	Good
14/12/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child living in this home is making progress in all areas and is cared for by compassionate staff who value the child's individual needs. Systems used to track progress evidence change by recording the child's small steps in each area as well as their bigger achievements. The child said that they feel listened to and have 'no worries', but, 'if [the child] did, would know who to speak to'. The child said that, 'they felt looked after by staff' and 'there was nothing else that [the child] could ask for'.

Staff take time to build trusting relationships and speak affectionately about the child. The child is supported to talk openly about their feelings and worries and this helps them to better understand their emotions and behaviours. Conversations with the child are both planned and ad hoc and cover a variety of sensitive and challenging topics that carefully capturing the child's views. Leaders and managers are strong advocates for the child and they have supported the child to express their views and make a complaint to an outside agency.

Staff take a holistic approach to meeting the child's health needs and the child is supported with building healthy routines, including sleep and hygiene. Staff promote healthy choices and the child is encouraged to make their own decisions about their health. The child's emotional health needs are met through a combination of services which includes therapy that is privately funded by the provider.

Staff understand the importance of education and support the child to regularly attend educational sessions. Staff maintain effective communication with education staff and provide regular updates which ensures consistency for the child. Leaders and managers have been proactive in identifying the most appropriate education provision for the child.

Staff support the child to enjoy a wide range of age appropriate, social and recreational activities alongside their education. The child has a variety of hobbies including rugby, gaming, Lego and chess, with staff actively encouraging the child to explore new interests.

Staff are committed to ensuring that the child enjoys meaningful time with their family. Family members are welcomed into the home and staff support with the arrangements for the child to see their loved ones. Staff are sensitive in responding to the child's and their family's feelings around visits and offer emotional support when needed. Staff understand the importance of the child's life story and use creative and personalised methods such to capture these memories.

The child's move to the home was carefully planned with involvement from key professionals, their family and the child. Decisions have been made for the child to live at the home and be supported into adulthood which has given the child a sense of stability. Leaders and managers have developed bespoke plans to support the child with the

development of independence skills to help to prepare them for this transition. Another child who left the home was supported by staff to safely return to their family as part of a planned transition over several months.

The home is warm and welcoming and personalised throughout for the child. The home has ample space for relaxing, eating together and activities with a space for the child's exercise equipment and games. There are photos throughout the home of the child celebrating achievements or creating memories with staff and their family.

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

The child is being kept safe and secure by staff who sensitively approach the child's specific vulnerabilities. Leaders and managers ensure that any potential risks are thoroughly explored when decisions are being made about the child's future plans.

There have been no allegations, complaints, restraints or incidents of children being missing from home. There are very few incidents of concern and those that do occur are managed swiftly by staff with robust action and good levels of management oversight.

When the child is feeling distressed, staff respond with care and nurture, seeking appropriate medical advice and treatment when appropriate. Staff are vigilant when responding to concerns and if necessary, increase the levels of monitoring to ensure that the child is kept safe from harm.

Staff are supporting the child to safely experience age-appropriate risks. Leaders and managers ensure that there are well co-ordinated multi-agency plans in place that staff follow to minimise risk and help to prevent any repeat incidents. Plans to minimise risk are thorough and child focussed with effective management oversight. However, some of the plans are repetitive. Leaders and managers constantly review the safety measures used in the home to ensure that the child is not being subject to any unnecessary restrictions.

Medication is safely stored and records clearly account for all medication taken. There have been no errors by staff. Leaders and managers effectively addressed a concern with an outside agency about their procedures for handling medication.

The effectiveness of leaders and managers: good

The home has a vacancy for a registered manager and the provider has recently appointed someone to the role. The home is currently being overseen and managed by the responsible individual.

Staff report that they enjoy their role and feel supported by approachable leaders and managers. They receive regular supervision sessions, attend team meetings and receive privately funded consultancy help them to reflect on and develop their practice with the child. Feedback from staff is positive with one commenting, 'I love it.....I wanted to find a job that would make a difference and I feel I can do this here'.

Leaders and managers have good oversight of the home and understand its strengths and weaknesses. They ensure that staff are up to date with mandatory training and organise bespoke training to support staff to respond to the individual needs of each child.

Leaders and managers understand the importance of building relationships with the child's family and the multi-agency network. Professional feedback is positive about the communication from staff, the care of the child and the progress being made. One professional said, 'This is one of the best organised and caring placements I have ever worked with.'

Leaders and managers challenge the wider network when there are gaps or delays in the services provided to the child. However, more could be done to ensure that concerns are escalated to relevant senior individuals when a satisfactory response is not received

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

Recommendation

- The registered person should ensure that where the placing authority or another relevant person does not provide the input and services needed to meet a child's needs during their time in the home or in preparation for leaving the home, the home must challenge them to meet the child's needs (see regulations 5(c)). In particular the registered person should ensure that concerns are escalated to relevant senior individuals when a satisfactory response is not received. ('Guide to the Children's Homes Regulations', including the quality standards, page 12., paragraph 2.8)

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: 1259216

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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