

2527312

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 owned and managed by a private provider and is registered to provide care for up to two children with social and emotional needs. At the time of inspection, two children were living in the home and were spoken to by the inspector.

There is a suitably qualified manager in post.

Inspection dates: 28 and 29 May 2025

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: 28 August 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/08/2024	Full	Outstanding
30/10/2023	Full	Outstanding
25/05/2022	Full	Outstanding
14/02/2022	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The children who live in this home are making exceptional progress in all aspects of their lives. Each child is valued and nurtured by a dedicated staff team whose members are highly attuned to the children's individual needs.

Staff go above and beyond to develop and maintain strong, secure and trusting relationships with the children. Staff show genuine warmth and affection in their daily interactions, and these safe and trusting relationships support the children to safely explore their own feelings and emotions and understand their own behaviours.

The children have respectful and affectionate relationships with one another and naturally spend time with one another, both inside and outside of the home. Staff support these relationships by ensuring that the children are involved in shared activities and in celebrating each other's successes. There are handwritten cards on display from the children to each other with positive messages about recent achievements or events.

Staff understand the value of education and support the children to reach their full potential. In addition to school, the children are supported to have a range of interests and hobbies, and staff invest in developing the children's skills and confidence. One child is excelling in their area of specialist interest, taking part in and winning national competitions, and staff are aspirational in their support for the child to progress.

The way in which staff support children to develop independent life skills is outstanding and worthy of wider dissemination. Staff use research to inform good practice and develop bespoke, holistic independence plans to support children with practical life skills and the ability to problem solve. One child talked confidently about how to budget, shop and plan meals and was able to demonstrate their cooking skills to inspectors.

The children have redesigned several spaces in the home and have been involved in DIY projects and redecoration throughout the home. The home is decorated to a very high standard and there are beautifully captured photos of the children throughout the home. One child is currently learning to drive and all around the home are sticky notes with road safety reminders and road signs to help develop knowledge.

The home environment is focused entirely on the children and staff ensure that there is nothing on display that would suggest it is a children's home. Staff work spaces are carefully considered to ensure that they remain part of the home and not separate. Staff challenge the use of jargon by professionals.

Records are sensitively written using child-focused language and using the child's own words. Research into good practice for recording events has been incorporated into staff's daily practice.

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

There have been no safeguarding incidents in this home since the previous inspection. Children do not go missing and restraint is not used. The children are kept safe by a skilled and knowledgeable staff team whose members understand the impact of past trauma and how this may present itself in communication by the children. Staff have developed trusting relationships with the children, which means the children feel emotionally and physically safe and protected.

Children's secure relationships with staff mean they are able to express feelings, emotions and behaviours safely. Small changes in behaviours or emotional cues are quickly picked up on by well-attuned staff and due to the early recognition of these subtle changes, there is no escalation resulting in incidents of concern. Any incidents where children become distressed, or are at risk of becoming distressed, are managed compassionately by nurturing staff, who ensure that the relationships they have with children are quickly repaired.

Staff take a positive, balanced approach to supporting children to take age-appropriate risks and develop their independence. Staff replicate the safety net of an extended family, which supports the children to feel safe when making decisions on their own or attempting new tasks.

Mobile phone monitoring is thoughtfully used as a tool to monitor risk and staff have open conversations with the children about any areas of concern. Safer recruitment is robustly followed for any new staff and mandatory training for all staff is kept up to date.

The effectiveness of leaders and managers: outstanding

This home is led by experienced leaders and managers who know the children exceptionally well. Leaders and managers are aspirational for the children in their care and are committed to being positive and meaningful role models for the children, even after they have left the home. The current registered manager manages another home and ensures that he gives both his time and attention to maintaining the high standard of care for the children.

The exceptional care provided to the children is consistently delivered by a stable, committed staff team. Leaders and managers have carefully considered plans to fill any vacancies and recruitment is child focused and specific to the home. Staff are empowered in their decision-making so that the children have confidence in each staff member to make safe decisions. Managers role model outstanding practice and talk about this being 'the only way'. There are high expectations of the staff team but staff unanimously talk about how much they enjoy their jobs and value the guidance and support offered to them.

Staff understand the importance of professional networks around the child and work hard to ensure that they maintain positive relationships with all those involved. When

there are gaps or shortfalls in planning or decision-making, leaders and managers are robust in their challenge. Professional feedback is exceptionally positive, with comments such as 'Their mentalisation of [child's] feelings is fantastic... they scaffold [their] feelings and give [them] emotional safety,' and 'I have been consistently impressed by the support and care the team have given to [child] and the trust [they] have shown to them despite their trauma.'

Systems used to record the child's journey are kept up to date and provide meaningful plans for staff to follow. There is robust management oversight, which includes follow-up actions and learning evidenced throughout the records. Supervision sessions and team meetings take place regularly and informed by research and are used to reflect on practice.

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: 2527312

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: Matthew Hockley

Inspector

Stacey Pellow, Social Care Inspector

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