

SC003884

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 children's home is operated by a private company. It is registered to provide care and accommodation for one child or young person with emotional and/or behavioural difficulties.

Inspection dates: 4 October 2017

Overall experiences and progress of children and young people, taking into account

requires improvement to be good

How well children and young people are helped and protected

requires improvement to be good

The effectiveness of leaders and managers

requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 10 November 2016

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Key findings from this inspection

This children's home requires improvement to be good because:

- In recent months, the registered manager has failed to ensure that the individualised care and support provided to one young person is of a good standard.
- The staffing and management of the home has been changeable in recent weeks. This has not provided important consistency of care for the young person living at the home.

The children's home's strengths:

- The covering manager has monitored safeguarding at the home. This has ensured that the correct practice has been followed since shortfalls were identified.
- The young person is attending a number of clubs and social activities, which have enabled him to develop peer relationships away from the home. This is positive in respect of the development of the young person's self-esteem and promoting his understanding of healthy relationships.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/11/2016	Interim	Improved effectiveness
16/06/2016	Full	Good
14/03/2016	Interim	Sustained effectiveness
07/10/2015	Full	Good

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 care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home (Regulation 14 (1) (a) (b)). Care planning must be proactive and consistently reviewed in order to meet the needs of children. This relates both to paper-based planning and ensuring that when children first move into the home that the registered manager promotes a positive and planned arrival.	16/11/2017
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 (Regulation 13 (1) (a) (b)). The leadership and management and staffing of the home must be consistently positive and stable, ensuring that the best interests of children are met.	16/11/2017

Recommendations

- The registered person is responsible for ensuring that each child's day-to-day health and well-being needs are met. Staff should work to make the children's home an environment that supports children's physical, mental and emotional health, in line with the approach set out in the home's Statement of Purpose. This relates specifically to the need to support children to make their bedrooms welcoming and homely spaces which they can take pride in ('Guide to the children's homes regulations including the quality standards April 2015', page 33, paragraph 7.3).

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

In recent months, the registered manager has failed to ensure that the individualised care and support provided to one young person is of a good standard. This specifically relates to care planning, which has not been proactive or consistently reviewed by the registered manager. This does not promote the best interests of the young person.

The registered manager has now left his management position at the home. Currently, the staffing and management arrangement in place at the home is changeable. This does not provide the young person with consistency of care. However, the young person is settling into his home and has developed some good relationships with staff.

The young person has only been living in the home for a number of weeks. Alternative schooling has been arranged, although the young person very much wishes that he is able to attend a more mainstream provision. This is being explored further by the covering management team.

The young person is attending a number of clubs and social activities. These have enabled him to develop peer relationships away from the home. This is positive in respect of the development of the young person's self-esteem and promoting his understanding of healthy relationships.

The young person is not receiving enough support to make his bedroom a welcoming space which he can take pride in. During this inspection, the young person's bedroom was seen to be cluttered, untidy and with dirty laundry covering the floor. This is not a homely environment for the young person.

The young person who previously lived at the home moved on to semi-independent living a number of months ago. This was a planned and well-managed transition, and a positive outcome for the young person. This young person also remains an ambassador for the youth forum which is run by the company.

How well children and young people are helped and protected: requires improvement to be good

The young person is growing increasingly frustrated by restrictions placed upon him regarding internet use, and access to a personal phone. There is currently no clear plan in place at this time regarding the appropriate support for the young person in order to enable them and others to keep safe while using social media.

A number of important risk assessments are yet to be completed. These include the initial impact risk assessment which identifies whether the home and staff team are able to meet the needs of the young person before they move in.

There is no risk assessment for the provision of window restrictors in the young person's bedroom. This document is needed in order to clarify why restrictions upon the young person's liberty are necessary.

The covering manager has strongly advocated for the young person in respect of ensuring that return home discussions are held each time the young person goes missing from the home. The covering manager is also pursuing the relevant education professionals in order to ensure that the young person's wishes are heard, and reflected within planning and provision.

The covering manager has monitored all safeguarding practice and processes at the home. This has ensured that the correct safeguarding practice is followed since shortfalls were identified. Good whistleblowing practice by one staff member also led to a further concern being rigorously addressed by senior managers, and the overall needs of the young person being met.

There is a clear plan in place in order to reduce the restrictive practice of 2:1 supervision of the young person. This is good practice as it reflects the progress of the young person into greater independence, which is an important part of their development.

The effectiveness of leaders and managers: requires improvement to be good

The registered manager has not been working at the home for a number of weeks. Senior managers have provided a contingency plan. However, there is a clear need for a consistent management presence at the home in order to provide stability and clarity for the young person.

Due to shortfalls in the management arrangements, care planning documentation has not been regularly reviewed and updated, and supervision systems lack rigour. For example, due to staff working in different homes, supervision sessions are completed by different supervisors, and held in different places. This compromises the continuity of the arrangement and means that any issues regarding practice could be missed.

Additional training has been provided for staff in order for them to be able to meet the needs of the young person.

The covering manager is actively advocating on behalf of the young person. This includes sourcing of suitable services to ensure that independent discussions take place with the young person when they have been missing from the home.

The covering manager and staff spoken with during the inspection have a good understanding of the young person's needs. However, a consistent management presence is required in order to promote high standards of individualised care for the young person.

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: SC003884

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: post vacant

Inspector(s)

Polly Soper: social care inspector

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