

Children's homes inspection - Full

Inspection date	07/10/2015
Unique reference number	SC003884
Type of inspection	Full
Provision subtype	Children's home
Registered person	One to One Crisis Intervention Limited
Registered person address	5 Newton Road, Kingsteignton, Newton Abbot, Devon, TQ12 3AL

Responsible individual	Annie Westbrook
Registered manager	William Stanley
Inspector	Guy Mammatt

Inspection date	07/10/2015
Previous inspection judgement	Sustained effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Requires improvement

SC003884

Summary of findings

The children's home provision is good because:

- Young people achieve positive outcomes living at the home.
- The transition arrangements for young people moving into and out of the home are managed effectively.
- Young people enjoy living at the home. Their behaviour is improved and demonstrates that they are in a more settled frame of mind than where they previously lived.
- The home provides permanency and stability, which helps the young people make progress in all areas of their lives.
- The manager has strong links with the young people's social worker and families. Staff advocate for the young people.
- The manager is aware of the home's strengths and areas for development. The manager leads the staff effectively and has clear plans to develop their potential.
- The young people are kept safe by robust safeguarding practice.

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

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets 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 with the given timescales.

Requirement	Due date
13: The leadership and management standard To meet the leadership and management standard, the registered person must (2)(e) ensure that the home's workforce provides continuity of care to each child.	31/10/2015
44: Independent person: visits and reports The registered person must ensure that an independent person visits the home at least once each month. (Regulation 44 (1))	31/12/2015

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- The registered person should ensure that, in line with their individual health plans and the ethos of the home, children are offered advice, support and guidance on health and well-being to enhance, and supplement that provided by their school through Personal, Social and Health Education (PSHE). Staff should have the relevant skills and knowledge to be able to help children understand, and where necessary work to change negative behaviours in key areas of health and well-being such as, but not limited to, nutrition and healthy diet, exercise, mental health, sexual relationships, sexual health, contraception and use of legal highs, drugs, alcohol and tobacco. (7.18)

Full report

Information about this children's home

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

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/03/2015	CH - Interim	Sustained effectiveness
08/07/2014	CH - Full	Good
12/12/2013	CH - Interim	Good Progress
15/08/2013	CH - Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
The young people benefit from smooth and well planned transitions into the home. Their overall experience is positive and the outcomes for young people moving on are good. Young people, who had previously displayed behaviour which other settings could not manage safely, have enjoyed stability at this home. They respond well to the staff's nurturing care and engage in positive activities. The young people access education and their attendance is very good. They complete qualifications in-line with their capabilities and one aspires to become a child psychologist. The staff effectively support the young people with their education and arrange meetings with the school, which helps the school staff have a good understanding of the young people's needs. The staff also represent and advocate for the young people effectively, which means that they will be able to access their preferred qualifications and school. The young people are in good health. They receive therapeutic support to help them understand their past and how it affects their emotions now. They also benefit from regular check-ups with medical practitioners to ensure that their physical health, dental health and eyesight are in good order. Young people also enjoy taking part in physical exercise; such as, body boarding, football, fishing and camping. The young people maintain good contact with their family. This is important to them and they very much look forward to their time together. The manager is advocating for a young person to increase his time with his family. Another young person's progress was so successful that he went to live with his family. The feedback from families is positive. A grandparent reports that 'the manager is very supportive towards them' and that the deputy manager 'is a little gem.' The staff help the young people with their social skills and independence training. Staff are approachable and prioritise spending time with the young people, listening to them and building sound relationships. Staff provide positive role models for the young people and motivate them to take part in leisure activities away from their games console. A young person states that he is happy living at the home and that he gets on well with the staff. Staff provide a homely, well-kept environment which is not recognisable as a children's home within the community. Young people are encouraged to	

personalise their room and contribute their ideas for dinner. They have a good diet and are encouraged to try new food as well as help prepare the meals.

The young people receive support from external professionals about substance misuse. However, the information in the home about drugs, legal highs and alcohol is insufficient and in some cases has been superceded. Also, the information does not contain phone numbers and websites for the young people to access advice or support. This does not ensure that young people have sufficient guidance in these matters.

	Judgement grade
How well children and young people are helped and protected	Good
The help and protection provided to the young people is good. There are no recorded incidents of staff using restraint or young people going missing from the staff's care. Staff engage with the young people effectively, they create a calm and positive environment. Staff use effective behaviour management skills to engage the young people in rewards and positive choices. Young people's behaviour is improved and the young people have not been involved in any serious incidents which have put them at risk of harm. Staff rarely use sanctions. When they are used they are fair and reviewed by the manager for their effectiveness. Effective safeguarding processes protect the young people. The recruitment and vetting details for new staff are thorough. The physical and environmental checks on the home are carried out at the necessary timescales. The location risk assessment includes the perceived risk of a number of children's homes located in close proximity. Staff demonstrate that they know how to manage a safeguarding concern appropriately. A young person states that he feels safe living at the home. He knows how to make a complaint and feels confident to pass on any issues that he may have.	

	Judgement grade
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The impact and effectiveness of leaders and managers	Requires improvement
The leadership and management of the home requires improvement because the manager has not arranged for an independent person to visit the home each month and the current young person does not have an allocated staff team around him. This affects the young person's ability to make trusting relationships and plan ahead. Also, the manager is not able to carry out supervision with many of the staff who work with the young person because they are managed in other homes in the group. The Registered Manager has been in post since January 2015 and registered with Ofsted in July 2015. He has the necessary experience and skills to fulfil the role. The manager has a development plan which highlights the need to be allocated a core staff team. The development plan also prioritises further safeguarding training for staff at a higher than mandatory level to further their development. The staff have the necessary skills and training to support the young people. The individuals who are allocated to the home receive effective supervision. Staff feel very supported and state that the manager is good at explaining things to help develop their practice. The manager has ensured that the actions from the last inspection have been addressed. As such, the young people access therapeutic support and a lone working risk assessment is in place. The manager leads the team in a manner which is consistent with the ethos described in the home's statement of purpose. There is a good children's guide available, which is informative about the company and includes feedback from other children on their experiences. The manager has excellent communication with agencies involved in the young people's life. The feedback from local authority representatives is positive; a social workers comments that 'the manager and staff are very organised and supportive of the young person.' The manager can demonstrate the difference which living at the home has made on the young people's lives.	

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, 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 who it is trying to help, protect and look after.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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*.

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