

SC003884

Assurance visit

Information about this children's home

This home is registered to care for one child who may have some behavioural and/or emotional needs. It is part of a small organisation.

Visit dates: 8 to 9 October 2020

Previous inspection date: 21 May 2019

Previous inspection judgement: Requires improvement to be good

Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

Findings from the visit

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

The care of children

Improvements made to this home are noticeable. It is decorated to a high standard and is warm and welcoming.

Children receive evidence-based and therapeutic care. Staff support children to make sense of their past. They achieve this through current experiences and discussions. For example, life-story work was used when they adopted pet rabbits from a neglectful home. This supports children to understand and better manage their emotions.

Staff access specialist services. For example, a forensic psychologist provides practical advice, support and guidance. This informs practice. As a result, children receive good, consistent care.

Staff use a variety of communication styles to ensure children can understand information. One child who was unable to recall staff's names or understand gender is now able to do this without support. The use of 'now and next' helps them to make positive choices. This has reduced emotional distress and incidents.

The safety of children

Children told the inspector that they feel safe living here and they like the adults who care for them.

Concerning incidents involving children continue to reduce. This is because they have developed positive, trusting relationships with staff. This results in children not experiencing as much emotional distress.

There is an effective risk assessment in place in respect of the COVID-19 pandemic. This ensures that risks to children, staff and visitors are reduced.

There has been one recent safeguarding concern. The initial responses to the child were positive. The manager escalated the concern to the safeguarding lead. They failed to act, and policy and procedures were not followed. This was rectified during the inspection.

Leaders and managers

A new registered manager was appointed to this home following the previous inspection. They have addressed all of the shortfalls identified at the last inspection. The quality of the care and outcomes for children have greatly improved.

The registered manager provides staff with good-quality care plans to underpin practice. The plans are further endorsed through team meetings, consultations and supervision. This ensures that staff understand what is expected of them.

Managers ensure that staff receive regular and meaningful supervision. A learning culture has developed and staff across all levels continue to improve their skills and knowledge. Staff are positive about both the supervision and the support they receive.

Leaders and managers appropriately challenge other agencies. For example, one child is not receiving their educational entitlement. Regular contact is made with the education provider and the social worker to ensure that this is resolved quickly.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1)(2)(a)(v)(vi)(vii))	14/11/2020

Children's home details

Unique reference number: SC003884

Registered provider: One To One Crisis Intervention Ltd

Registered provider address: 5 Newton Road, Kingsteignton, Newton Abbot,
Devon TQ12 3AL

Responsible individual: Annie Westbrook

Registered manager: Ryasia Chambers

Inspector

Tracey Ledder, Social Care Inspector

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