

SC003884

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 registered to care for one child with emotional and social needs. At the time of the inspection, one child was living in the home.

The home has recently appointed a new manager, who is now registered with Ofsted.

Inspection dates: 10 and 11 February 2025

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: 15 January 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/01/2024	Full	Good
09/02/2023	Full	Outstanding
18/08/2021	Full	Good
21/05/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The child currently living in the home is settled and making good progress in their long-term home. The child is looked after by dedicated staff who take time to understand and celebrate their individual personality. Staff are clear on the importance of building long-lasting and trusting relationships with the child.

The child is supported to talk openly about their feelings and worries and this helps them to understand their emotions and behaviours. Staff have recently supported the child through a period of significant distress by carefully planning a memorial event for the child to look back on in the future.

The home environment is warm and homely with shared spaces for eating together, relaxing, gaming, and arts and crafts. The child's bedroom is personalised to their tastes and they are encouraged to become involved in the redesign of shared spaces. The home has photos and pictures on the wall to capture important people, achievements and special events. The manager has plans to refresh the decoration and repurpose communal and outside spaces.

Staff understand the importance of education and support the child to attend school regularly. Staff have an excellent working relationship with the school and they maintain effective communication, which ensures consistency for the child. Staff support the child with a wide range of age-appropriate social and recreational activities which complement their education. The child has a variety of hobbies, including football, police cadets, ice hockey and gaming.

The child is supported by staff to maintain healthy routines and sleep patterns. The child's dietary needs are well understood by staff and creative methods, such as words and pictures, are used to support a healthy diet. Staff encourage the child to be involved in meal planning and preparation and ensure that the child's favourite foods and snacks are included.

Staff understand the child's specific communication needs and engage the child in day-to-day decision-making about their lives. However, at times, the child's views are not fully listened to and a risk-averse approach is taken when decisions are made about increasing age-appropriate independence opportunities.

Some of the consequences used to manage the child's behaviours have not been proportionate to the incident or fully understood by the child.

The new manager has already taken action to address both of these issues.

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

The child says that they feel safe in this home. Safeguarding concerns are well managed by knowledgeable staff. The few incidents which do occur are responded to robustly and in a timely manner.

Staff understand the unique vulnerabilities for the child and plans to minimise risk are clear and concise. Incidents are well managed with management oversight and some learning from practice. Records are detailed with thorough debriefs for the staff and child.

When the child is missing from home, staff are persistent in their attempts to locate them and ensure that all those involved are kept up to date. When the child returns home, they are warmly welcomed back and offered food and nurture.

Restraint is not used. Staff use the trusting relationships they have with the child to support any periods of distress. Staff use a variety of de-escalation techniques which enable incidents to be calmly de-escalated with time for exploration of the child's feelings.

The child is starting to enjoy spending some time with their friends in the community without restrictions. An age-proportionate approach is taken in relation to monitoring mobile phones and internet use. Staff have open conversations with the child about any concerns and there is an educative approach taken.

Allegations and complaints are responded to in a timely manner and thoroughly investigated. Individuals involved are supported throughout and the outcome is clearly communicated.

Medication is stored safely with clear records of administration and refusal. There have been a small number of errors which have been thoroughly investigated with actions and learning.

The effectiveness of leaders and managers: good

The home is led by a passionate manager who has a good understanding of the child's needs and is a strong advocate to represent their views. The manager has a good understanding of the strengths of the home and areas for continued improvement.

The child is cared for by a permanent staff team who provide consistent care and support to help them to experience positive outcomes. Plans to fill vacancies are carefully considered to ensure minimal disruption to the child. Agency staff are not used and any temporary vacancies are filled with known and trusted in-house staff from a nearby home.

Leaders and managers understand the importance of building relationships with the child's multi-agency network and significant others. Professional feedback is positive about staff, the care of the child and the progress they are making. Professionals speak positively about the communication between themselves and staff and praise the progress the child is making.

Leaders and managers ensure that staff are up to date with mandatory training and organise bespoke training to support staff to respond to the individual needs of the child.

Staff say that they enjoy their role and feel supported by leaders and managers. Supervision and team meetings take place regularly but there is a lack of critical challenge to accurately understand the home's performance and areas for further development.

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

Recommendations

- The registered person should ensure that positive behaviour and relationships are reinforced, praised and encouraged; poor behaviour should be challenged and discussed. Staff should understand factors that affect children's motivation to behave in a socially acceptable way. Staff should encourage an enthusiasm for positive behaviour through the use of positive behaviour strategies in line with the child's relevant plans. In particular, staff should consider the use of proportionate consequences to support positive behaviours. ('Guide to the Children's Homes Regulations, including the quality standards, page 39, paragraphs 8.11 and 8.13)
- The registered person should ensure that staff help each child to prepare for any moves from the home, whether they are returning home, moving to another placement or adult care, or to live independently. This includes supporting the child to develop emotional and mental resilience to cope without the home's support and, where the child is moving to live independently, practical skills such as cooking, housework, budgeting and personal self-care. In particular, staff should support children to develop independence skills to safely manage without adult supervision. ('Guide to the Children's Homes Regulations, including the quality standards', page 17, paragraph 3.27)

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: SC003884

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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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
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