

Children's homes – Interim inspection

Inspection date	10/11/2016
Unique reference number	SC003884
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	One To One Crisis Intervention Ltd
Registered provider address	One To One Crisis Intervention, 5 Newton Road, Kingsteignton, Newton Abbot, Devon TQ12 3AL
Responsible individual	Annie Westbrook
Registered manager	William Stanley
Inspector	Guy Mammatt

Inspection date	10/11/2016
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection	
This home was judged good at the last full inspection. At this interim inspection Ofsted judges that it has improved effectiveness.	
The young person enjoys living at the home and continues to make excellent progress. He says that he knows the staff well and trusts them. Staff are nurturing and caring towards the young person. They are fair and uphold good, parental boundaries. The young person has made friends locally and very much enjoys going fishing and camping with staff or his friends. The young person benefits from a wide choice of activities. He particularly likes outdoor activities and expeditions, such as the Ten Tors and the Duke of Edinburgh Award. At the end of his last school year, he attended an army camp for one week as part of work experience. This has inspired him into wanting to join the armed forces. Staff provide good support that has helped the young person to achieve educational success. Communication between the manager and school staff has improved. As a result, the manager has a good understanding of what happens with the young person during school time. The young person has very good attendance at school. He is studying towards his GCSE exams this year and wants to continue into further education. The young person was rewarded recently as a result of improved behaviour at school. The young person keeps himself safe. He uses unsupervised time sensibly and is open with staff about his whereabouts. The young person has stopped misusing substances since living at the home. He reports that everything has changed within the last year for him, and the home's staff have been very involved in helping him with this change. Staff consult well with the young person using a range of systems. They talk with him about educational progress, activities, cultural matters and values towards others. Good records are kept to evidence these discussions. Staff receive regular, effective supervision from the manager. As a result, they feel supported in their role. Independent monitoring of the quality of care provided in the home takes place monthly. This monitoring includes discussions with the young person to obtain his views and give him an opportunity to raise concerns.	

A requirement was made at the full inspection in June 2016 relating to ensuring that staff who are required to have completed a care qualification. The manager was asked to meet this requirement by 31 December 2016, and, as a result, it remains in place at this inspection.

The local authority and school are very pleased with the young person's experience and personal development since living in this home. An independent reviewing officer told the young person that he, 'has turned a corner in his life,' and he is, 'doing so well at the home, in school, in his relationship with his family and socially.' A teacher from his school also comments that they are, 'very proud of how far he has progressed,' and that, 'he is an excellent ambassador for encouraging younger students to join the Duke of Edinburgh Award scheme.'

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
16/06/2016	Full	Good
14/03/2016	Interim	Sustained effectiveness
07/10/2015	Full	Good
16/03/2015	Interim	Sustained effectiveness

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 within the given timescale.

Requirement	Due date
32: Fitness of workers (4) For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained: (a) the level 3 diploma for residential childcare (England) ('the level 3 diploma') (b) a qualification which the registered person considers to be equivalent to the level 3 diploma. (5) The relevant date is: (a) in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls two years after the date on which the individual started working in a care role in a home, or (b) in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (4)(a)(b)(5)(a)(b))	31/12/2016

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

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 focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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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