

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 provides care for one child who has emotional and social difficulties. At the time of this inspection one child was living in the home.

The previous registered manager was in post for several years and resigned in November 2023. A new manager joined the organisation in November 2023, they are in the process of applying to register with Ofsted.

Inspection dates: 15 and 16 January 2024

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: 9 February 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/02/2023	Full	Outstanding
18/08/2021	Full	Good
21/05/2019	Full	Requires improvement to be good
27/02/2019	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

One child lives in this home and has done so for over one year. The child said that they absolutely love living in this home. They feel safe and well cared for. The child's bedroom is decorated in a way that they like. They enjoy all the activities that they can do and are proud of the things they have achieved. There is nothing that they would wish to change about their home.

The child has made substantial progress since living in this home and his outcomes have improved. The child feels that they belong here and said that they could trust the staff who care for them. The child is attending school full time and making progress. When the child came home from school, they said that 'this was the best day at school ever'.

The home is clean, welcoming and homely. There are comfortable sofas to sit on and the home is decorated to a good standard. There are pictures on the walls of the child doing fun activities. Home-cooked meals are provided by staff each day and the child is encouraged to lead a healthy lifestyle. The child has learned to ride a bike and enjoyed walks in the local area, playing games and sharing meals with the staff.

Staff are respectful and they value the child. Through listening to the child, they have adapted the support that they give them. Staff are thoughtful about the child's difficulties and really think about how best to care for them. Staff have regular conversations with the child about family time, activities and school. This important level of support helps the child to feel safe, loved and well cared for.

The child is receiving good-quality care. There are positive routines and boundaries in place. This helps the child to make progress. Staff reassure the child that they are loved and cared about. They provide warmth and nurturing care to the child that helps them to feel safe. They support the child to attend meetings about them and advocate well for them when this is needed.

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

Overall, managers and staff have supported the child to continue to make good progress and risks have reduced. Staff have worked hard through a difficult period when the child felt unsettled. The new manager and staff have built positive relationships with the child to help him feel more settled and while incidents increased for a period of time these have now reduced again.

During a short period when incidents increased some more serious incidents have occurred, and the child has left the home without permission. Staff followed the child and spoken to people they know. Staff worked hard to locate the child and took effective action to keep them safe. Conversations with the child to talk about

what has happened occur and managers work hard to understand why this was happening. This helps staff to understand how to keep them safer in the future.

When safeguarding concerns are identified, they are reported promptly to social workers in line with procedures. There is effective communication between staff and social workers, who receive regular updates about the child. When incidents do occur, there is prompt communication with the police and other agencies to help resolve these issues.

The written procedure for what staff need to do should the child go missing is not clear. This does not provide staff with clear advice about what they should do or places where they should look for the child. These plans are being reviewed to make improvements. Good reflection and learning is taken from incidents that have happened. This helps to develop and improve staff practice.

The effectiveness of leaders and managers: good

The previous manager was in post for over two years, they were exceptionally skilled and experienced. When this manager left senior leaders worked hard to identify a suitable replacement. The new manager is making an application to register with Ofsted. The child said that they get on well with the new manager.

The new manager knows the child well. She is developing a strong and caring relationship with him. She spoke positively about the child and has high aspirations for his future. The new manager is regularly involved in the day-to-day arrangements for the child.

Leaders and managers work in partnership with people who are important to the child. They have regular contact with social workers and other professionals. Daily handovers take place with the child's school. The social worker reported that she receives weekly feedback about how the child is doing. She said, 'The level of reporting is excellent. I get to see a weekly summary that captures a good glimpse into the child's day-to-day life and it is great.'

The manager works in partnership with the local authority to develop plans for the child. She has consulted positively with a youth club so the child can continue to attend.

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, The 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— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1)(2)(a)(1))	29 February 2024

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: Post vacant

Inspector

Sarah Sheffield, Social Care Inspector

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