

Children's homes inspection – Full

Inspection date	16 June 2016
Unique reference number	SC003884
Type of inspection	Full
Provision subtype	Children's home
Registered provider	One To One Crisis Intervention Ltd
Registered provider address	One To One Crisis Intervention, 5 Newton Road, Newton Abbot, TQ12 3AL
Responsible individual	Annie Westbrook
Registered manager	William Stanley
Inspector	Guy Mammatt

Inspection date	16 June 2016
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:

- The young person is happy, settled and with staff's help, makes good choices about his safety and personal development.
- The young person attends a mainstream academy. He is taking five GCSEs and is doing very well in some of the subjects.
- Staff support the young person with his education and have good links with his teachers.
- Staff enable the young person to develop his confidence and independence skills.
- The manager leads the team effectively to ensure that they respond in a predictable way to meet the young person's needs.
- The deputy manager is required to complete the qualification for a residential child care worker's role.

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
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 1 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 1 April 2014, 1 April 2016. (Regulation 32 (4) (a) (b) (5) (a) (b))	31 December 2016

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
14 March 2016	Interim	Sustained effectiveness
7 October 2015	Full	Good
16 March 2015	Interim	Sustained effectiveness
8 July 2014	Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
The young person's overall experience and progress continues to be good. He comments that he 'likes living at the home' and that 'staff are kind to me'. A local authority support worker states the young person is 'very settled now and that he has a great relationship with the manager.' The young person has good attendance at school. He is taking GCSEs and he is performing very well in the subjects that he enjoys. Extra support has been arranged to help him in the subjects that he finds difficult. The staff work closely with his teachers to ensure that he is receiving a good level of support to manage his behaviours and that he remains in the appropriate school for his abilities. There is good, regular communication between the staff members, social workers and school teachers. Staff provide the young person with clear expectation about school and regularly use incentives to help him. The young person is developing good independence skills. His unsupervised time has been increased due to him developing a good level of trust with staff and making improved decisions about what he does while away from the home. The young person regularly catches a bus from school, either home or to see his family. The young person is learning how to cook meals and to take responsibility for tidying up after himself. He now cooks once a week for himself and staff. The young person enjoys regular contact with his family and greatly benefits from this. Staff provide good emotional support and guidance to help make sure that his family relationships remain a positive experience for him. The young person enjoys meaningful leisure activities and opportunities to further his skills and personal development. He likes fishing and is completing a Bronze Duke of Edinburgh's Award. The young person has a week-long work experience with the army planned for the end of term and a camping holiday arranged with staff in the summer holidays. He also joins in trips to theme parks further afield with young people from within the same company. These experiences help to build the young person's self-esteem. The young person experiences good health and well-being. Staff ensure that the young person's health needs are met. He attends medical appointments regularly and has completed work with a therapeutic support service with good effect. Staff help him to express his cultural identity while helping him stay within the school rules. The young person is growing up and has been developing his own style and	

tastes.

	Judgement grade
How well children and young people are helped and protected	Good
With help from the staff the young person makes good choices about his personal safety. He has an excellent relationship with the staff members, who help him to feel settled and safe. The young person does not take part in any risk taking or negative behaviour. Staff help the young person to learn how to safely use the internet and his mobile phone. They treat him with respect and like a young adult, and in return the young person is open with staff. He uses the home's laptop in communal areas and shows staff what he is looking at. Staff discuss relevant issues with him that arise from his internet use. Staff use incentives and rewards to help the young person to make positive choices. As a result, he earns extra pocket money and is saving towards a motorbike. Staff are quick to praise his notable achievements, while also challenging any unacceptable comments he makes. There have been no safeguarding allegations or child protection concerns since the previous inspection. The manager does not use agency staff, which ensures that the young person is familiar with all the individuals who support him. There have been no new staff recruited since the full inspection. The young person benefits from the stability in the staff team. The young person lives in a safe setting. The manager ensures that all of the necessary physical and environmental checks of the home are carried out within the required timescales.	

	Judgement grade
The impact and effectiveness of leaders and managers	Requires improvement
The impact and effectiveness of leaders and managers requires improvement because a staff member who was employed prior to 1 April 2014 has not completed the necessary care qualification within the required two-year timeframe.	

This does not ensure that the young person is looked after by fully qualified staff. However, this weakness has not had a negative impact on the young person's progress or welfare to date.

The manager has been registered with Ofsted since July 2015. He has the necessary skills, experience and qualifications for the role. He runs the home in line with its stated aims and expectations. As a result, the young person lives in a well-kept and homely environment which is calm and nurturing.

The manager provides effective and regular supervision to staff, which ensures that they are supported to help the young person positively deal with his personal needs. Staff receive annual appraisals to review their work and set targets for the forthcoming year. There has been a consistent staff team at the home since the previous inspection that provides good continuity of care.

Independent monitoring of staff's practice and the quality of care takes place regularly as required. The reports of this monitoring are good quality and provide a useful assessment and evaluation of the home. The manager takes prompt action to deal with recommendations identified from the monitoring.

The manager works collaboratively with the young person's social worker and resolves their requests quickly. There have been no notifications of significant events to Ofsted. The manager uses an effective workforce development plan to monitor and improve the service provided.

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 children looked after 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 that 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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