

Inspection report for children's home

Unique reference number	SC003884
Inspector	Christina Maddison
Type of inspection	Interim
Provision subtype	Children's home

Registered person	One to One Crisis Intervention Limited
Registered person address	5 Newton Road Kingsteignton Newton Abbot Devon TQ12 3AL
Responsible individual	Annie Westbrook
Registered manager	William Keith Stanley / Rebecca Katy Jenks
Date of last inspection	08/07/2014

Inspection date	16/03/2015
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Previous inspection	good
Enforcement action since last inspection	none

This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **sustained effectiveness**.

The full inspection of this service was undertaken in July 2014 when the overall judgement was good. Since this inspection, the Registered Manager left the home to go on maternity leave. An experienced and well qualified manager has been appointed in the interim and has submitted an application for registration to Ofsted. The home continues to provide a stable and consistent environment in which young people make progress. During a short period between the Registered Manager leaving and the current manager being appointed, the home lacked leadership and direction, leading to some previously ongoing pro-active work such as sourcing appropriate therapy and communication between the home and parents and the home and school faltering. The new manager however, is now addressing these shortfalls. Five recommendations were made at the previous inspection and all are fully met.

Young people benefit from long term, stable placements where they achieve their placement aims. For example, young people whose plan was for their behaviour to stabilise sufficiently so they can be placed in a foster family are making such good progress that foster families are now being sought so that young people can move on.

Young people are making progress with their education and a long term, full time educational placement has been found for young people at suitable nearby schools. The manager and staff have high aspirations for young people and succeed in engaging young people in education, leading to excellent school attendance and good educational achievement. Effective communication has been re-established with school. This means young people benefit from consistent behaviour management strategies both during the school day and when they return home. Assessments from professionals such as Educational Psychologists are used to inform behaviour management plans and help young people make progress with

their education.

Staff succeed in making positive links with families of young people, sometimes in difficult circumstances. Staff transport young people to visit their family, and support family members so that young people are able to stay overnight with their family at weekends and visit during the week. Families and friends are welcome to visit the home. Staff are pro-active in encouraging young people to make friends in the community and support young people to join sports clubs and community groups. Physical exercise is encouraged. Young people, with the support of staff, enjoy activities such as swimming and cycling.

Young people benefit from eating a healthy and varied diet and learn how to eat healthily. Young people are able to plan menus, shop and cook meals. Physical health needs are met and staff encourage and support young people to attend medical appointments, the opticians and dentist. Young people say they are ready to engage with therapy but this is not yet in place. A referral for therapy was made some months ago, but has not been pursued by staff at the home. This means young people are not receiving the help with their emotional needs that they need and are asking for. Mental health diagnosis documented in young people's referral documents are not fully explored to ensure young people are receiving all the help they need.

Behaviour management is a strength of the home. Young people make very good progress with their behaviour. There are no incidents of young people missing from the home, no incidents of restraint and no sanctions have been given to young people since the previous inspection. This is achieved through robust implementation of behaviour management plans by staff, who set clear boundaries and have nurturing and trusting relationships with young people. Praise and rewards are given when young people achieve and behave appropriately. Young people said 'staff are good at helping me with any problems, I like them all, I have done well here and feel safe.'

The home is clean, well maintained and homely. Young people personalise their bedrooms with their belongings and pictures and are fully consulted when the home is re-decorated, where their choice of colour and furnishings is acted upon. The garden is now well maintained and provides a suitable area for young people to enjoy.

Health and safety is generally well managed in the home. Young people know what to do in the event of a fire. A development plan for the home has been written by the new manager and is being implemented. Risk assessments are in place regarding, for example, lone working by staff. However, this document does not comprehensively set out control measures in place to manage identified risks.

The manager is working hard to improve the quality and regularity of supervision. All staff, including the manager are receiving regular supervision. Recruitment files

evidence that all staff are subject to robust checks and interview prior to starting work at the home to ensure they are suitable to work with young people. Annual appraisals are now undertaken to ensure all staff have the skills and training they need to work with young people in the home.

Information about this children's home

This 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
08/07/2014	Full	good
12/12/2013	Interim	good progress
15/08/2013	Full	good
25/02/2013	Interim	good progress

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

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 Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
20 (2001)	ensure each child has access to psychological and psychiatric advice, treatment and services as he may require (Regulation 20(2)(b)).	30/04/2015

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- ensure risk assessments of the whole children's home are carried out, recorded in writing and are regularly reviewed; in particular that lone working risk assessments are comprehensive and contain documented control measures to manage any identified risks (NMS10.8).

What inspection judgements mean

At the interim inspections 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

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.