

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

The home provides care for one child who may have some behavioural and/or emotional needs. It is part of a small organisation.

The manager in post registered with Ofsted in February 2020.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 8 October 2020 to carry out a monitoring visit. The report is published on the Ofsted website.

Inspection dates: 18 and 19 August 2021

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: 21 May 2019

Overall judgement at last inspection: Requires improvement to be good

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/05/2019	Full	Requires improvement to be good
27/02/2019	Interim	Sustained effectiveness
26/04/2018	Full	Good
04/10/2017	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The child who is living in the home is making significant progress. The trusting relationship he has with staff is forming the basis from which he is making progress. The child is confident to take responsibility for daily activities. He is fully involved with helping to pack up to move to a new house and he has designed his new bedroom. He is flourishing from being part of everyday family life.

Staff are strong advocates for the child. For example, the manager does not accept the outcomes of the child's historical assessments. She expects professionals to carry out an up-to-date assessment of the child's needs. The manager and staff check and adapt their approach to how they look after the child, helping him to interact appropriately with others and to develop positive and healthy relationships.

The manager and staff know the child very well. The child's bedtime routine has improved since he has stopped taking long-term medication following an effective intervention from the manager. The child is rightly proud of his achievements and says, 'I'm a proper grown-up now.'

The manager is ambitious for the child's future. Staff have successfully found the right school for the child after he had a long time without formal education. The child's end of year school report shows that he is making good progress.

Staff support the child to have fun and to lead an active life. They take him to activities which build his confidence and reduce his anxieties as he is channelling his energy positively. The child is learning to cook. This has helped him to develop a healthy attitude towards food so that he now feels comfortable to eat in public places.

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

The child trusts the staff and knows that they help him to stay safe. Staff have put in place communication and language strategies to help the child understand what effect his behaviour has on other people.

Staff have been creative in their response to meeting the child's needs. The manager changed the staff rota to introduce more male staff, which has reduced the frequency of the child's aggressive behaviour. Physical intervention is only used when necessary to keep the child or others safe. However, records do not always document the events leading up to the need for a physical intervention.

Risk assessments are of good quality and provide an accurate picture of the child's needs and how any potential risks are to be safely managed and reduced.

The rigorous approach to safer recruitment ensures that only suitable people are employed in the home.

The effectiveness of leaders and managers: good

The manager has high expectations for the child and wants him to achieve in all aspects of his life. She is an experienced manager and provides strong leadership and support to the staff, who comment positively about her leadership.

The manager carefully evaluates the performance of the home. As a result, she accurately understands the strengths and weaknesses of the home and this is reflected in the development plan. The child understands his care plan and is actively involved in the planning for his future.

The manager provides good support to staff. The induction process and regular reflective supervision sessions help staff to understand and meet the child's needs. Staff listen to the child and reflect on what is working for him at weekly team meetings. They provide support for one another.

The manager finds effective support and scrutiny from the senior management team, the independent person and a consultant to maintain focus on the child's development. It is a measure of success that the child is coping so well with the prospective house move.

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, 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 registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— details of the child's behaviour leading to the use of the measure; details of any methods used or steps taken to avoid the need to use the measure; the effectiveness and any consequences of the use of the measure. (Regulation 35 (1)(a)(b) (3)(a)(ii)(v)(vii))	10 September 2021

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: Annie Westbrook

Registered manager: Ryasia Chambers

Inspector(s)

Justine Hosking, Social Care Inspector
Tina Maddison, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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