

SC003897

Assurance visit

Information about this children's home

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

Visit dates: 1 to 2 October 2020

Previous inspection date: 3 October 2018

Previous inspection judgement: requires improvement to be good

Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

Findings from the visit

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

The care of children

Good planning supported a recent positive house move for the young person currently living at the home and staff. The young person felt included in the planning and in choosing items such as furniture. They told the inspector that they prefer living in their new home.

The young person is making progress in their education and is motivated to learn. During Covid-19 restrictions, the young person was supported to complete school work. This gave them structure to their day and has prevented them from falling too far behind.

The young person told the inspector that they like the staff and that they feel safe living here. During initial Covid-19 restrictions, staff worked at only one home in the organisation to reduce risks. A risk assessment and plan are in place to manage Covid-19. This reduces risks for everyone.

The safety of children

Young people are not afforded an effective response when they go missing. Staff are confused about what is expected of them and the documents they refer to lack clarity. There is a reluctance to search for young people. This stems from conflicting messages and expectations from the manager and the police.

The manager does not follow company policy and procedures in respect of medication. This could result in errors not being detected in a timely way. In addition, medication that is no longer required is not destroyed in a timely way. The registered individual acted during the inspection to rectify this issue and there is no evidence that it has had an impact on young people.

Young people and staff benefit from the expertise of a forensic psychologist who supports them with risk management. Unfortunately, not all advice is understood and implemented. This obstructs progress for young people.

Leaders and managers

Leaders and managers have not addressed shortfalls identified at the last inspection. As a result, the same requirements remain.

Poor oversight prevents managers from identifying emerging trends or patterns. A lack of objectivity results in any incidents or concerns being looked at in isolation. This prevents good analysis and effective risk management.

Due to oversight being weak, leaders make decisions without considering all the risks for young people. For example, a recent increase in unsupervised time from four to eight hours has no rationale. During these unsupervised periods, the staff do not know who young people are with or where they are.

Staff report that the organisation offers good-quality training and support. One member of staff said that they are encouraged to progress their career. However,

not all supervision is meaningful, and some lacks appropriate challenge and reflection.

Leaders can advocate well and challenge other agencies on behalf of young people. Following the implementation of a safety plan from the local authority, leaders refused to restrict the liberty of the young person. As a result, a less draconian solution was agreed.

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
1: The quality and purpose of care standard: The quality and purpose of care standard is that children receive care from staff who— (a) understand the children's home's overall aims and the outcomes it seeks to achieve for children; (b) use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. (2) In particular, the standard in paragraph (1) requires the registered person to— (ii) protect and promote each child's welfare; (iv) provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; (v) help each child to understand and manage the impact of any experience of abuse or neglect. (Regulation 6 (a)(b)(2)(ii)(iv)(v))	31/10/2020
7: The protection of children standard: (1) The protection of children standard is that children are protected from harm and enabled to keep themselves safe. (2) In particular, the standard in paragraph (1) requires the registered person to ensure— (a) that staff— (i) 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; (ii) help each child to understand how to keep safe;	31/10/2020

(iii) have the skills to identify and act upon signs that a child is at risk of harm; (v) understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; (vi) take effective action whenever there is a serious concern about a child's welfare; and (b) that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1)(2)(a)(i)(ii)(iii)(v)(vi)(b))	
13: The leadership and management standard The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— (a) helps children aspire to fulfil their potential; and (b) promotes their welfare. (2) In particular, the standard in paragraph (1) requires the registered person to— (a) lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; (c) ensure that staff have the experience, qualifications and skills to meet the needs of each child; (e) ensure that the home's workforce provides continuity of care to each child; (f) understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; (h) use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (a)(b)(2)(a)(c)(e)(f)(h))	31/10/2020

Children's home details

Unique reference number: SC003897

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: Vacant

Inspector

Tracey Ledder, Social Care Inspector

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