

SC003897

One To One Crisis Intervention Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home provides care for one child at a time. The provision cares for children who may have some behavioural and/or emotional difficulties.

The manager has been in post since November 2020. They are not yet registered with Ofsted.

Inspection dates: 3 to 5 February 2021

This monitoring visit

This visit was undertaken due to increased concerns in respect of the arrangements to safeguard children. The last inspection took place in October 2020. At the time of this monitoring visit, one young person was living in this home. The visit was carried out virtually due to COVID-19 (coronavirus).

Leaders have not addressed requirements made at the last three inspections in respect to the protection of children. Additional requirements in respect to leadership and management and care planning are also repeated. These weaknesses remain.

Staff fail to identify and respond effectively to increased risk-taking behaviour by the young person. Despite staff knowing that the young person has difficulty identifying risks, staff have neither agreed to nor followed the local authority's care plan. This has not protected the young person.

The manager and social worker have not communicated effectively. This has obstructed a positive and collaborative working arrangement. At times, this has removed the focus from the day-to-day care needs of the young person and added to the young person's frustration.

A lack of action has left the young person in situations of risk that could have been avoided or reduced. For example, the young person has left the house during the night without staff knowledge. Staff took little action to reduce the possibility of this happening again. When they have acted, it has been ineffective and, on occasions, left the young person in immediate danger.

Staff do not always follow the procedure of reporting the young person missing to the police. As a result, the police are not alerted quickly enough to support the search for the young person.

The current guidelines in respect of COVID-19 are not consistently applied. Staff provide varying responses to the young person about whether they can leave the house. This fails to provide the clear boundaries that the young person's placing authority states they need.

There is an unacceptable delay in referring the young person to the regional multi-agency exploitation team as directed by senior leaders. This is despite the young person being at significant risk of exploitation.

There is a failure to take prompt action to ensure that dangerous and concerning items are handed in or removed from the young person's bedroom. These items include drug paraphernalia and blades. Staff allowed the young person to hide and hold onto these, in the hope that they would use an honesty box. The young person was able to keep some of these items for several weeks following their discovery.

Staff do not apply the therapeutic approach to care consistently. For example, staff failed to act when the young person was caught shoplifting. Conversely, if game console controls are not handed in at an agreed time, staff turn off the Wi-Fi.

Across the organisation staff who work between provisions do not always receive practice-related supervision. This has happened with one member of staff at this provision. This prevents the manager from ensuring that staff understand expectations and how to care for the young person.

There has been a significant increase in risk to the young person in the past six weeks. Prior to this, some progress was notable. The young person has started to open up more to staff and have some meaningful conversations. They have started to engage with specialist therapy and, prior to Christmas, it was unusual for them to miss education.

Staff work hard to continue to build a positive relationship with the young person. They try to understand current behaviours while making links with the young person's new friends and their carers in a bid to assess associated risks.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/10/2018	Full	Requires improvement to be good
02/11/2017	Full	Good
07/12/2016	Interim	Sustained effectiveness
27/04/2016	Full	Good

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— protect and promote each child's welfare; provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1)(a)(b) (2)(b)(ii)(iv))	31/03/2021
*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; help each child to understand how to keep safe;	05/03/2021

have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; 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; that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)(b)(e))	
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that the home's workforce provides continuity of care to each child; 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and	31/03/2021

use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(e)(f)(g)(i)(h))	
The care planning standard is that children— receive effectively planned care in or through the children’s home; and that each child’s relevant plans are followed. (Regulation 14 (1)(a) (2)(c))	31/03/2021
This regulation applies to a child who is looked after by a local authority. The registered person must co-operate with the child’s placing authority in agreeing and signing the child’s placement plan. (Regulation 17(1) (2))	31/03/2021
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(a)(b))	31/03/2021

*These requirements are subject to a compliance notice.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children’s home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC003897

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: **Post** vacant

Inspector

Tracey Ledder, Social Care Inspector

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