

Children's homes inspection - Full

Inspection date	03/06/2015
Unique reference number	SC003897
Type of inspection	Full
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	Ms Annie Westbrook
Registered manager	Mr Richard Patterson
Inspector	Mr Guy Mammatt

Inspection date	03/06/2015
Previous inspection judgement	N/A
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Requires improvement
The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.	
how well children and young people are helped and protected	Requires improvement
the impact and effectiveness of leaders and managers	Requires improvement

SC003897

Summary of findings

The children's home provision is requires improvement because:

If requires improvement this section will focus on the reasons the home was not judge 'good.'

The quality of care delivered by the staff and the progress made by the young people has many good aspects. However, the shortfalls identified in the safeguarding of young people and the leadership and management arrangements means that overall the home requires improvement.

The manager has not ensured that all staff have completed the necessary employment checks. He also did not refer a complaint to the Local Area Designated Officer (LADO). The staff did not ensure that the local authority conducted a return to home interview for a young person after they had gone missing and the manager's location review of the home does is not sufficient.

The manager has not notified Ofsted of serious events which have taken place and he has not conducted annual appraisals for all staff. The manager and the majority of staff do not hold the NVQ level 3 or Diploma level 3 qualifications and the staff also lack training in supporting young people who are autistic.

The children's home strengths

The staff have helped the young people with their emotional health needs. They provide an environment which the young people have prospered in. The staff have a good understanding of how to support young people with complex needs. They have provided the young people with stability to help them come to terms with difficult issues from their past.

The young people have accessed the necessary specialist support. They have learnt many life skills, as well as taken part in education and social opportunities. The young people have pursued their career choices and taken up voluntary roles in the community. They have also learnt skills to help them look after their own physical health.

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
10. — The health and well-being standard (2) In particular, the standard in paragraph (1) requires the registered person to ensure— (c) that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require (Regulation 10 (2) (c))	03/08/2015
32. — Fitness of workers (3) The requirements are that— (d) full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2 (Regulation 33 (3) (d))	03/08/2015
33. — Employment of staff (4) The registered person must ensure that all employees — (c) have their performance and fitness to perform their roles appraised at least once every year (Regulation 33 (4) (c))	03/08/2015
34. — Policies for the protection of children (2) The procedure to be followed in the event of an allegation of abuse	03/08/2015

or neglect must, in particular— (b) provide for the prompt referral of an allegation about current or ongoing abuse or neglect in relation to a child to the placing authority and, if different, the local authority in whose area the home is located; (d) provide for records to be kept of an allegation of abuse or neglect, and the action taken in response (Regulation 34 (2) (b & d))	
40. — Notification of a serious event (4) The registered person must notify HMCI and each other relevant person without delay if— (e) there is any other incident relating to a child which the registered person considers to be serious (Regulation 40 (4) (e))	03/08/2015
46. — Review of premises (1) The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in regulation 12(2) (c) (the protection of children standard). (Regulation 46 (1))	03/08/2015

Recommendations

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

- 9.30 When a child returns to the home after being missing from care or away from the home without permission, the responsible local authority must provide an opportunity for the child to have an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. (The Guide to the Quality Standards, page 45 paragraph 9.30)
- 10.11 The registered person should ensure that staff can access appropriate facilities and resources to support their training needs, and should understand the key role they play in the training and development of staff in the home. (The Guide to the Quality Standards, page 53 paragraph 10.11)

Full report

Information about this children's home

- The home is operated by an independent organisation. The children and young people living at the home may have emotional and behavioural difficulties. The home is registered to provide care and accommodation for one child or young person.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/03/2015	CH - Interim	improved effectiveness
10/12/2014	CH - Full	Adequate
11/03/2014	CH - Interim	Satisfactory Progress

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	requires improvement
There were no young people spoken to or observed during this inspection. They were not present at the home and declined the opportunity to speak on the phone. The young people access the necessary support to help them with their complex emotional health needs. During their time living at the home the young people have gained many skills and benefitted from the stability of living in a homely, consistent environment. Ultimately, the staff can no longer meet the needs of the young people because of the high level of risk which they continue to present to their own health. The young people access therapeutic support through the children and adolescent mental health service (CAMHS). They attend regular health appointments which ensure that their general health is also promoted. The young people are prescribed medication to help them with their emotional well-being and sleep patterns. However, they have not had a medication review for over 12 months. As such, their medication dosage is not periodically assessed as being correct for their age and development. The young people learn a range of life skills and take part in independence training. They learn to look after their own physical health, apply for employment and research college courses. The young people learn to shop and cook for themselves on a realistic budget. They also attend exercise classes with staff to help them with their stress release and weight loss. The young people attend college three days per week to further their functional skills. They also arrange their own volunteering roles at charity shops. This improves their opportunities for further training and future employment. The young people enjoy attending a drama group and are ambitious about their future plans in performing arts. They also read frequently and attend the theatre which supports their cultural development. The young people have regular contact with their family members who they are close to. This is a positive experience for the young people. However, some family members can cause the young people significant distress and their re-integration is difficult for the young people to manage. The staff provide significant support to help the young people manage their emotions during these times. The staff provide highly personalised care. The placement plans are detailed and recognise the demands of looking after young people who have experienced trauma and rejection in their life. The staff provide safe care while also promoting the independence skills of the	

young people who are approaching adulthood.

The young people have regular opportunities to input their views into the running of the home. They also receive frequent support on a one to one level to discuss issues which are important to them. This helps them feel valued and builds strong relationships with the staff team.

The staff work closely with external professionals who are involved in the young people's care, as well as an independent therapeutic consultant. They are receptive to guidance and implement this to help them in their role. The feedback from local authority representatives, health professionals and family members is all positive. The Independent Reviewing Officer states that they have been 'very impressed' with the care provided. The social worker comments that the young person has 'blossomed' and has a good relationship with the staff who are 'doing everything that they can.' Additionally, the CAMHS professional who works closely with the young people, reports that they 'have done well living at the home, the bigger picture is positive despite fluctuations in their emotional well-being.'

	Judgement grade
How well children and young people are helped and protected	requires improvement
The help and protection offered to young people require improvement. The manager made a complaint on behalf of a young person about the practice of a nurse at the local hospital without also referring this to the LADO. The manager also failed to record this in the home's complaint log. The young person did not suffer any harm due to the neglectful practice by the nurse; however, the manager did not follow the correct safeguarding procedure by reporting the allegation to the LADO for their independent oversight. The manager does not ensure that all staff are carefully selected and vetted. One member of staff has not detailed their full employment history. This has not been explored prior to them beginning their role of working with vulnerable children. As such, the recruitment process is not thorough and the young people are not protected. The manager does not ensure that the location risk assessment includes the home's proximity to other children's homes in the local area. Also, the information regarding child sexual exploitation in the area is insufficient. Consequently, the location of the home is not regularly assessed to the required standard which leaves young people vulnerable. The frequency of young people going missing from the home is rare. The staff follow clear guidelines to ensure that the young people are safe when they leave the home. The	

manager implements strategies to reduce the likelihood of the young people going missing, while also helping to promote their independence. On one occasion when a young person has not returned at the agreed time, a return to home interview has not been carried out. This does not ensure that an independent person discusses the incident with the young person to explore their reasons for going missing.

The staff manage critical incidents well and provide safe care to the young people during their times of distress. The staff do not use sanctions and only use physical interventions in the best interests of keeping the young people safe from harm. The staff have a good understanding of the young people needs, they can recognise when the young people are becoming upset. This helps staff provide early interventions and reduce the young people's aggression and self-harming tendencies. The staff also provide assistance which helps the young people understand how to keep themselves safe while using social media.

The manager ensures that the necessary physical and environmental checks of the premises are carried out at the appropriate intervals. As such, young people are protected from avoidable risks.

	Judgement grade
The impact and effectiveness of leaders and managers	requires improvement
The leadership and management of the home require improvement. The Registered Manager has been in post since December 2012 and has not completed the necessary qualifications for the role. The staff also lack training to support young people who are on the autistic spectrum and only one of the current team has completed the NVQ level 3 award in Health and Social Care for children and young people. This does not ensure that the young people are looked after by a satisfactorily qualified staff team. The manager has not completed notifications to Ofsted for serious events which involve the young people. This does not ensure that they regulatory body has sufficient oversight of the staff's practice. The staff receive regular supervision and feel supported in their role. However, the manager does not complete annual appraisals with all of the staff team. This does not ensure that their professional development is carefully monitored and encouraged. The manager regularly reviews the quality of care at the home and has a good development plan to improve the staff's practice. He has a good quality Statement of Purpose, which is easy for staff to implement. They understand the Statement of Purpose and run the home in-line with its stated aims and objectives. The manager provides all	

new young people to the home with a children's guide. This is clear and informative and does not dwell on the rules or expectations of the home, but instead focuses on what the young person needs to know. It also shares comments and feedback from young people who have previously lived there.

The independent monitoring takes place at the required intervals. The manager uses the monitoring and reviews systems to make improvements in the quality of care provided. There were no requirements to address from the previous inspection. The manager has addressed the one recommendation that was made, as such it is evident that young people have their placement plan explained to them and they have the opportunity to comment on its content.

The manager works well with other agencies and the professionals involved in the young people's care. He can demonstrate that difference the living at the home has made to the young people's life. The manager is aware of the strength and weakness of the home and works collaboratively with others to ensure the young people's needs are met.

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 looked after children 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 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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