

SC003897

Registered provider: One To One Crisis Intervention Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for one child. It is part of a small local organisation. There are several similar services in the area and this ensures that support and advice is accessible.

Inspection dates: 3 October 2018

Overall experiences and progress of children and children, taking into account **requires improvement to be good**

How well children and children are helped and protected requires improvement to be good

The effectiveness of leaders and managers requires improvement to be good

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.

Date of last inspection: 2 November 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/11/2017	Full	Good
07/12/2016	Interim	Sustained effectiveness
27/04/2016	Full	Good
09/02/2016	Interim	Sustained effectiveness

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
6: 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— (a) understand and apply the home's statement of purpose; (b) ensure that staff— (i) understand and apply the home's statement of purpose; (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.	30/11/2018
12: The protection of children standard 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; (iii) have the skills to identify and act upon signs that a child is at risk of harm; (iv) manage relationships between children to prevent them from harming each other; (v) understand the roles and responsibilities in relation to	30/11/2018

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 (vii) are familiar with, and act in accordance with, the home's child protection policies; (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.	
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; (b) ensure that staff work as a team where appropriate; (c) ensure that staff have the experience, qualifications and skills to meet the needs of each child; (d) ensure that the home has sufficient staff to provide care for 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.	30/11/2018

Inspection judgements

Overall experiences and progress of children and children: requires improvement to be good

Children are not provided with consistent care, despite expert supervision being provided to managers from a psychologist. At times, the care delivered is at odds with what is required by the child therapeutically.

Poor relationships between the home and school have a negative impact on the child. For example, staff do not ensure that they have enough information from the school to

enable them to act in the best interests of the child. Managers have not taken effective action to address and escalate these concerns.

The child enjoys a wide range of extra-circular activities. These include physical activities and attendance at a youth club. During the summer break, an overseas holiday helped the child have new and exciting experiences.

The child continues to develop practical skills that he will require as he moves into adulthood. He can cook to a high standard. Despite this skill, there is an expectation that he cooks some of his meals separately to staff. This approach lacks the nurture which is required in providing care to him.

The child is supported to have regular and meaningful contact with his family. This is extremely important to him. The child very much appreciates that staff go to great lengths to ensure that time with family continues to happen and that the experiences for the child are positive.

How well children and children are helped and protected: requires improvement to be good

Safeguarding concerns are not always identified and acted on. Concerns that came to light over two months ago are still not fully understood and have not been progressed effectively. The registered manager accepted this shortfall and reassured the inspector that immediate action would be taken.

Staff have not always acted when activities have been arranged at school that could place the child and others in situations of increased risk. At times, information sharing and communication between the home and school is poor.

The child feels safe. He has an excellent relationship with the registered manager and established staff. He feels he can talk to staff about anything and this was observed during this inspection.

The child is treated with dignity and respect. There has been an increase in difficult situations, although staff help the child to reflect on what happened and to seek ways to make better choices. Despite these challenges, physical intervention has not been used, and any sanctions are restorative and meaningful.

The effectiveness of leaders and managers: requires improvement to be good

Managers do not always demonstrate that they are able to identify, address and escalate concerns that impact on children. The registered manager's passion and dedication have, at times, distracted him from ensuring that policy and procedures are followed to ensure safe and effective care.

There is a lack of robust management oversight and scrutiny of practice. This has led to some inconsistent approaches to care that have not been identified or addressed.

An increase in worrying behaviours in respect of the child has resulted in additional support and scrutiny from the organisation and other agencies. This has preoccupied the registered manager and taken focus away from ensuring that he carries out his role effectively.

The registered manager is child focused and advocates well for children. He is supported by a strong and able deputy manager and they complement each other's managerial styles. Both show an authentic passion and determination to provide good care and outcomes for the children they care for.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and children. Inspectors considered the quality of work and the differences made to the lives of children and children. They watched how professional staff work with children and children and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and children 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 children whom it is trying to help, protect and look after.

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: SC003897

Provision sub-type: Children's home

Registered provider: One To One Crisis Intervention Ltd

Registered provider address: 5 Newton Road, Newton Abbot, Devon TQ12 3AL

Responsible individual: Annie Westbrook

Registered manager: James Farrell

Inspector(s)

Tracey Ledger, social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and children, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence>, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: <http://www.gov.uk/ofsted>

© Crown copyright 2018