

Children's homes – Interim inspection

Inspection date	08/12/2016
Unique reference number	SC003897
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	One to One Crisis Intervention Ltd
Registered provider address	5 Newton Road, Newton Abbot, TQ12 3AL

Responsible individual	Annie Westbrook
Registered manager	Mia Lawrence
Inspector	Guy Mammatt

Inspection date	08/12/2016
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection	
This home was judged good at the full inspection. At this interim inspection Ofsted judge that it has sustained effectiveness.	
The young person is settled in this home and continues to make very good progress. He reports that he enjoys living here, he likes the staff and feels he is doing really well. Staff know the young person extremely well and have a good relationship with him. They are passionate about helping him and notice every small aspect of progress he makes. Staff help him make friends, broaden his experiences and stay in touch with his family. The young person has excellent attendance at school and he is always keen to tell staff about his day. Staff work collaboratively with professionals at the school and respond to any difficulties the young person experiences there. This supports his educational progress well and ensures that he is happy at school. The young person enjoys going fishing and camping with a friend. He has also started his Bronze Duke of Edinburgh Award. The young person enjoys watching sport and will often go and see the Exeter Chiefs rugby team play. He is developing new talents and interests as a result of living at the home. The young person is developing independence skills around the home. He takes part in household chores, cooking and shopping. The manager ensures that the young person lives in a homely environment and these skills are learned alongside staff. The young person will also now organise his homework and get himself ready for school. Staff use a firm but nurturing response to any challenging behaviour. They rarely use sanctions and will always follow up incidents with a thorough discussion with the young person. Staff are supporting him to learn that he can be in control and be responsible for his own actions. The manager has sourced therapeutic input and contacted the police to do some preventative work with the young person to help avoid criminalisation in the future. The manager believes that these follow-up measures are more helpful than using punishment.	

There have been two restraints recorded since the previous inspection and no occasion when the young person has been missing from staff's care. Both restraints are recorded clearly and are proportionate. The young person states that he was not hurt during either incident and that staff spent time with him afterwards to see if he was OK.

The manager ensures that staff receive regular supervision. They are given good support to perform and develop in their role. The manager ensures that staff meetings are focused on the young person's placement plan. As such, staff are familiar with his needs, progress and objectives. They have made an innovative 'The Handy Guide to Portion Size' to help him with his anxiety and control issues around food

Staff ensure that consultation and participation opportunities are good. The young person takes part in regular discussions and house meetings with staff, and recently attended the company's first young person's forum meeting. He gets along well with the other young people in the forum and spends time with them after school.

The manager ensures that all of the young person's concerns are taken seriously, even when he does not actually want to make them into a complaint. Complaints are logged and responded to appropriately. The manager had addressed the requirements and recommendation from the previous inspection. As a result, staff are qualified to the required standard or enrolled on the necessary qualification and accident reports are sent to the social worker as a matter of routine.

Information about this children's home

The home is operated by a private provider. It is registered to provide care and accommodation for one child or young person who may have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/04/2016	Full	Good
09/02/2016	Interim	Sustained effectiveness
03/06/2015	Full	Requires improvement
18/03/2015	Interim	Improved effectiveness

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

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 focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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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