

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.

Inspection date: 10 March 2021

This monitoring visit

This monitoring visit took place to review a compliance notice. The notice was served following the identification of significant shortfalls at the previous visit, in January 2021. The concerns were in respect of the arrangements to safeguard children.

At the time of this monitoring visit, no children were living in this home. As a result, not all aspects of the compliance notice have been reviewed. The visit took place virtually due to the COVID-19 (coronavirus) pandemic. Video calls facilitated speaking with managers, staff and other professionals.

The manager has been in post since November 2020. They led this monitoring visit. However, they have subsequently withdrawn their application for registration with Ofsted.

Oversight by leaders and managers remains weak. They have not recognised several concerns or acted to reduce risks. For example, staff failed to take action to reduce the risks for one child. Managers did not identify and address this.

In addition, leaders and managers failed to address a lack of appropriate response by staff at bedtime. Staff had not made sure a child was settled before they themselves went to bed. Subsequently, the child left the house without staff's knowledge. Further, the police could not wake staff when they returned the child to the home in the middle of the night. Leaders and managers failed to explore or risk assess this concern to reduce future risks.

Leaders have developed a focused action plan. There is evidence of some progress. For example, relationships with other agencies have improved and there is evidence of a collaborative approach to care planning. More time is required to ensure that changes are fully implemented and embedded into practice.

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 March 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; have the skills to identify and act upon signs that a child is at	31 March 2021

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)) In particular, ensure that leaders and managers identify risk and ensure robust oversight and action.	
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 March 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)) In particular, ensure that oversight by leaders is robust and that they act when children's care has been compromised.	
The care planning standard is that children— receive effectively planned care in or through the children's home. In particular, the standard in paragraph (1) requires the registered person to ensure— that each child's relevant plans are followed. (Regulation 14 (1)(a) (2)(d))	31 March 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 March 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 March 2021

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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