

Inspection report for children's home

Unique reference number	SC003897
Inspector	Christina Maddison
Type of inspection	Interim
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	Annie Westbrook
Registered manager	Richard Antony Patterson
Date of last inspection	10/12/2014

Inspection date	18/03/2015
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Previous inspection	adequate
Enforcement action since last inspection	none

This inspection

This home was judged adequate at the last full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

The full inspection of this service was undertaken in December 2014 when the overall judgement was found to be adequate. Since then, the Registered Manager has returned from other duties within the company to have full oversight of the home. A full staff team is now in place providing stability and consistency for young people, who are making good progress. The four requirements and three recommendations made at the previous inspection are fully met.

Young people are supported by staff to be as independent as possible. Staff achieve a good balance of allowing young people to take managed risks in order to improve their skills, while keeping them safe. This means young people are now able to use public transport, manage their money, successfully budget, plan their meals and shop and cook them. Pathway plans are in place and young people are clear about how they will progress to moving from the home in the future and into more independent living arrangements.

Educational progress by young people is good. Young people make good progress from their starting points on admission to the home. They have excellent attendance at College, where they are undertaking vocational courses. Staff have high aspirations for young people and are successfully raising young people's self esteem through praise and encouragement. This means young people are looking at their future and are now motivated to succeed and gain qualifications. Effective communication with educational placements mean young people benefit from consistent and stable boundaries and if there are any issues, staff at the home and placement work together with young people to solve them and keep young people safe.

Incidents of young people missing from the home are minimal. If young people do go missing, staff follow a comprehensive missing from home procedure that has

been documented with input from the local police. Staff ensure they always know where young people are and who they are with and what they are doing. Discussion is held with young people on their return to the home to help young people understand why they went missing, so they and staff can understand any triggers and prevent any repeat incidents. Young people say they feel safe living at the home.

Staff do not restrain young people and instead use effective behaviour management strategies. Patterns and trends of behaviour are closely monitored and identified by staff so new strategies can be put in place if required. As a result, young people's behaviour is improved and they are developing trusting and respectful relationships with staff and others. Staff succeed in helping young people to remain at the home long term, when previously they have had multiple placement breakdowns. Young people are rewarded for positive behaviour and are, for example, able to earn concert trips. As a result of young people feeling settled and safe in the home, they have increased confidence and self esteem. This is reflected in young people taking a new interest in their appearance and maintaining attendance and achievement in clubs and activities.

Young people, social workers and families speak very positively about the staff and manager. A placing social worker said 'I have seen my young person make significant progress since coming to the home. Staff work hard to meet their needs, sometimes in very difficult circumstances.'

Placement plans are comprehensive and clearly document young people's care needs and how staff are to meet these. Young people are fully involved in writing their care plan. However, not all of the placement plans have been signed by young people to verify that they have seen the plans and are aware of their content and agree with it. Records are now well maintained and all recordings are factual and clearly document incidents and outcomes.

Complex health needs that young people may have are met at the home. Staff are pro-active in obtaining appropriate medical help for young people. Effective liaison with health professionals mean that any issues, such as self harming is reduced, or refusal by young people to take their medication is appropriately managed and addressed.

The home is clean, generally well maintained and homely. Maintenance is ongoing in accordance with the home's development plan. Young people's certificates of achievement are displayed as are photographs of them throughout the house. Young people are fully consulted if the house is re-decorated. Their bedrooms are personalised and contain pictures and items that represent their interests and hobbies.

A core staff team has been recruited to the home since the previous inspection. Staff are well supervised to ensure they have the skills and competence to work

effectively with young people. A placing social worker said 'staff are well supported by a strong management team.' The manager is regularly supervised by the Registered Individual of the home. Monthly monitoring visits from an independent person mean that any shortfalls in the home are identified and actions set for the manager to address before the next visits. The manager closely monitors all recording systems, which have recently been revised to ensure consistency and accuracy of recording by staff.

Information about this children's home

This service is operated by an independent organisation. Children and young people using this service may have emotional or behavioural difficulties. The service is registered to provide residential care and accommodation for one child or young person.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/12/2014	Full	adequate
11/03/2014	Interim	satisfactory progress
27/01/2014	Full	adequate
30/10/2013	Full	inadequate

What does the children's home need to do to improve further?

Recommendations

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

- ensure children understand the nature or records maintained and how to access them; in particular ensure children sign their placement plan to confirm they have read and understood this document (NMS 22.2)

What inspection judgements mean

At the interim inspections 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

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.