

## Children's homes – Interim inspection

<b>Inspection date</b>	<b>04/11/2016</b>
<b>Unique reference number</b>	<b>1231066</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered provider</b>	<b>One To One Crisis Intervention Limited</b>
<b>Registered provider address</b>	<b>One To One Crisis Intervention, 5 Newton Road, Newton Abbot TQ12 3AL</b>

<b>Responsible individual</b>	<b>Annie Westbrook</b>
<b>Registered manager</b>	<b>Natalie Pink</b>
<b>Inspector</b>	<b>Guy Mammatt</b>

<b>Inspection date</b>	<b>04/11/2016</b>
<b>Previous inspection judgement</b>	<b>Requires improvement</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<p><b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.</b></p> <p>The home was judged as <b>requires improvement</b> at the full inspection in April 2016. At this interim inspection, Ofsted judges that it has <b>improved effectiveness</b>.</p> <p>The manager has successfully dealt with the four requirements made at the last inspection and the present young person's overall experience and progress are very positive.</p> <p>The current young person states that she feels safe and gets on well with all of the staff. Specifically, that there are two staff members who she feels she can talk to about anything. The current young person recognises how much progress she has made with her emotional stability and positive interactions with others since moving into this home.</p> <p>An independent advocate reports that the young person's time at the home has been an 'incredibly positive experience' and that she has made 'extraordinary developments'. The social worker's feedback echoes these comments and adds that the current young person has made 'significant progress'.</p> <p>The current young person completed school successfully and is now at college studying for a childcare qualification. She applies herself well to her coursework and talks enthusiastically with staff about what she is learning.</p> <p>The current young person's relationship with her family continues to improve. As a result of being able to discuss with staff her feelings towards her family, visits with them have increased in frequency and duration. The young person is considerate of her younger brother's feelings and plans activities that they can do together when he visits.</p> <p>Staff provide good support to the young person. As a result, the young person is now able to talk to others more confidently and incidents of self-harm have decreased. Staff respond to her needs sensitively and in a planned, coordinated way.</p> <p>The young person is keen to develop her physical health and recognises that this can boost her self-esteem. She now exercises regularly and confidently arranges medical appointments for herself.</p> <p>Despite finding it difficult, the current young person has made several new friends at college. Staff provide good advice to help the young person to make friends and to stay safe in relationships.</p>	

Staff support the young person's independence skills well. As a result, the young person can now shop, cook and travel by herself.

The quality of the relationships between the young person and staff are excellent. This enables staff to provide high-quality support. They talk regularly together about how to stay safe with friends and when using social media.

Staff do not use sanctions to manage challenging behaviour and successfully work with the young person to understand together what is happening and why.

The manager has mapped the short-, medium- and long-term targets to help the young person to achieve her aim of leaving the home and looking after herself safely. The young person and social worker contribute to the plan. The manager uses the targets to show the young person how much she has achieved already and that everyone is working together for her future success.

The manager completes detailed monthly monitoring reports. These reports provide an honest review of the quality of care provided and reflect the issues faced by the young person. The manager evaluates staff's support of the young person and sets actions for how it can be improved. The manager engages well with outside agencies to ensure that they are all working collaboratively to keep the young person safe and to help her to achieve her goals.

## Information about this children's home

The home provides care and accommodation for one young person who may have emotional and/or behavioural difficulties or a learning disability. The home is operated by a private provider.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/04/2016	Full	Requires improvement
17/02/2016	Registration	No judgement

## **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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