

1231067

Registered provider: One To One Crisis Intervention Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

Inspection date: 23 May 2017

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers good

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 31 January 2017

Overall judgement at last inspection: Improved effectiveness

Enforcement action since last inspection

None

Key findings from this inspection

This children's home is good because:

- The young person living at the home is happy and settled. The young person's attendance in their education provision is 100%.
- The young person receives good, nurturing care at the home. This is greatly

influenced by the registered manager's approach towards meeting the needs of young people.

- The young person receives good help and support, and as a result positive behaviour has developed.
- The young person has access to a number of extra-curricular opportunities and social experiences. These include a planned summer holiday abroad.

The children's home's areas for development:

- The registered manager is advocating for the young person to have their therapeutic needs met. However, he has not used the appropriate escalation and complaints procedures in order to effectively challenge other professionals.
- The registered manager robustly addresses any practice issues within his staff team. However, he is not currently verifying references for new staff members himself in order to ensure that new staff are able to meet the needs of young people.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/01/2017	Interim	Improved effectiveness
28/09/2016	Full	Requires improvement

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
<p>Engaging with the wider system to ensure children's needs are met.</p> <p>The engaging with wider systems standard is that in meeting the quality standards, the registered person must, and must ensure that staff, engage with wider systems to ensure that children's needs are met.</p> <p>In particular, the standard in paragraph (1) requires the registered person to -</p> <p>If the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (1) (c))</p> <p>In particular, the registered person when concerned that a placing authority is not meeting the needs of young people must follow the escalation procedures in line with the Working Together to Safeguard Children, March 2015 guidance, specifically in respect of notifying the LSCB.</p> <p>This overarching regulation also requires the registered manager to challenge other professionals who are not meeting the needs of young people in line with care, protection and safeguarding procedures, specifically the police.</p>	09/06/2017

Recommendations

- The registered manager needs to ensure that all references for new staff are robustly verified. As set out in regulations 31-33, the registered person is responsible for maintaining good employment practice. They must ensure that

recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. ('Guide to children's homes regulations including the quality standards', page 61, paragraph 13.1)

Inspection judgements

Overall experiences and progress of children and young people: good

This home provides a warm and welcoming environment for young people. It is decorated and maintained to a good standard. Most noticeably, the young person's presence can be seen throughout the home. For example, there are lots of photographs of the young person's family members, and his cherished items can be found in the communal areas.

The young person has explained to the inspector, his social worker and the registered manager that he really likes his home. He commented to the inspector that it was 'a beautiful place'. The only downside he commented on was that he would like it to be closer to where his family live. He told the inspector that he feels safe, has no worries, and that there are lots of people he can talk to.

The young person's attendance at his school is excellent. In addition to academic studies, he attends a vocational school one day per week, which he greatly enjoys as he gets to work with animals.

The registered manager is providing the young person with a number of social experiences and extra-curricular activities. For example the young person regularly attends youth club, has a friend who visits his home, attends a youth forum, and joins in with conservation work every month.

The young person is supported to take part in other activities such as country walks and bird watching. He has taken part in an Easter egg hunt, and will be participating in a sponsored bike ride in order to raise money for care leavers.

The registered manager has also organised a summer holiday for the young person this summer.

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

A requirement was made at the last inspection relating to the need for the agreement to, and arrangement of, specialist psychological support for the young person. The registered manager has made the necessary arrangements, but the young person is yet to receive the service. The registered manager has not robustly challenged this matter using the correct escalation procedures. Therefore, the requirement made at this inspection has evolved in order to reflect the current situation. The new requirement is the engaging with wider systems standard, which places a duty on the registered manager to challenge the placing authority to seek to ensure that children's needs are

met in accordance with their relevant plans.

The registered manager is robustly challenging any practice issues which arise within his staff team. However, both recruitment and supervision systems are not robust enough. For example, the registered manager is not personally verifying references, and supervision sessions are not focused on the needs of young people and the ability of staff to meet these needs.

There are two further examples of the registered manager not effectively challenging other professionals, including the police and a consultant psychologist who provides guidance to the staff team. This has meant that the poor practice has remained unchallenged.

The registered manager is promoting a positive approach to behaviour management. The young person has been given very few formal consequences for challenging behaviour. Instead, the registered manager advocates for natural consequences, for example by supporting the young person to reflect on his behaviour. This is good practice that has proved to be effective.

The young person's health needs are fully met. For example, it had not been previously identified that the young person has significantly impaired hearing. Since moving into the home, the young person has had hearing aids fitted. This is a significantly positive outcome for the young person.

The effectiveness of leaders and managers: good

The registered manager is providing a nurturing and attentive approach towards the care given to the young person. He is also providing the young person with a full and active childhood since the young person moved into the home.

The registered manager is providing a good standard of care planning overall. His paperwork is streamlined and effective. This supports and underpins good practice throughout his staff team.

The registered manager seeks to ensure that the care provided evolves with the needs of the young person. For example, he has developed a behaviour monitoring system in order to identify any concerning behaviour patterns early.

The registered manager is actively supporting the young person to spend time with his family, and is ensuring that any such time is positive for the young person.

The registered manager is ensuring that staff are kept up to date with all core training. A great deal of additional training is also provided to staff in order to develop their skills. However, further training regarding sexually harmful behaviours is a learning need for staff which is not currently met.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 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: 1231067

Provision sub-type: Children's home

Registered provider: One To One Crisis Intervention Ltd

Registered provider address: One To One Crisis Intervention, 5 Newton Road,
Newton Abbot TQ12 3AL

Responsible individual: Annie Westbrook

Registered manager: Jeremy Butcher

Inspector(s)

Polly Soper, 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 young people, 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 2017