

1231067

Registered provider: One To One Crisis Intervention Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a private company. It provides care and accommodation for one child or young person.

Inspection date: 8 January 2018

Judgement at last inspection: Good

Date of last inspection: 23 May 2017

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 last full inspection.
At the interim inspection, Ofsted judges that it has sustained effectiveness.

This home is managed by an experienced and suitably qualified manager. He is an effective manager and is supported by a small dedicated team, providing one-to-one care and support for one child. The team works effectively with a range of professionals, including the child's social worker. Regular professional meetings take place, and the child's views are always taken into account. The social worker said that she feels the manager of the home is a 'great advocate' for the child.

The child has lived at the home for more than a year. It is a homely environment that reflects the child's interests and experiences, for example with photographs of family and a recent holiday abroad. He is settled, feels safe and recognises the benefits that living there is bringing to his life, both now and for the future as he develops into a young adult. Indeed, a particularly positive feature of this home is the way in which the manager and staff have a clear focus not only on what they achieve now for the child

but how that will continue to benefit him later in life. There is a good balance between enriching the child's life now with a wide range of interesting activities and opportunities and being mindful of helping him to develop into a responsible and well-rounded adult for the future. The child is making good progress and is benefiting from a team that is committed to his care and to providing him with positive and nurturing parenting.

The child has a bespoke education package and is doing very well. His attendance is 100%. Outside of school, he is busy doing voluntary work and a range of youth and sporting activities. These opportunities are helping the child to develop an excellent range of skills and knowledge. The child is supported to see his family regularly and to celebrate special events such as his birthday. The manager and staff are very mindful of the significance of these childhood experiences and ensure that special arrangements are carefully planned.

The staffing arrangements provide good continuity of care, and staff know the child very well. They benefit from a rolling programme of training and all have suitable professional qualifications. One member of staff is just returning to work following a period of absence, and the inspector highlighted the importance of refresher training being provided to her in a timely way.

The manager is very satisfied with the quality and range of training provided by the company and the contribution the independent visitor makes towards improving the performance of the home. He feels confident and well supported in his role. The requirement and recommendation raised at the full inspection in May have been addressed. The manager has positive working relationships with a wide range of professionals involved in the care of the child and understands how to escalate any shortfalls. While the staff team has remained stable since the full inspection, the manager is aware of the importance of verifying that all checks have been carried out and evidenced in recruitment records, should any internal staff changes take place.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/05/2017	Full	Good
31/01/2017	Interim	Improved effectiveness
28/09/2016	Full	Requires improvement

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

Recommendations

- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs.
In particular, timely refresher training needs to be provided to the member of staff returning to work following a period of absence.
(‘Guide to the children’s home regulations including the quality standards’, page 53, paragraph 10.11)

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.

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.

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, Devon TQ12 3AL

Responsible individual: Annie Westbrook

Registered manager: Jeremy Butcher

Inspector

Norma Welsby, social care inspector

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