

1231066

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 owned by a private company that has additional children's homes in the same region. It is registered for one young person

Inspection date: 23 February 2018

Judgement at last inspection: good

Date of last inspection: 3 July 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 improved effectiveness.

Since the full inspection in July 2017, the manager and small staff team very positively supported the young person in their care with her specific needs, and in her return to her family home. They have worked extremely effectively with the young person, her family and a range of professionals, to ensure that the young person was listened to and achieved the best possible outcomes. The manager and the staff team have been highly praised by all involved. The young person's social worker completed a questionnaire in which she stated that, for the young person, living at the home had 'significantly improved her outcomes' and that 'I now feel very positive about her future.'

Since the young person has moved on, the manager has given very careful consideration regarding who to admit to the home. She has reflected on her strengths and skills, and has identified a young person with whom she is confident that she can make a positive

difference. Her assessment has been thorough and child-centred. She has provided the young person with several opportunities to meet and to view her new home. Already, even prior to admission, the manager and young person have started to establish an open and positive relationship. The manager has given a great deal of thought to how to support the young person to settle in and to achieve important personal goals.

During the period the home has been unoccupied, the manager has been providing support at another of the company's homes in the area. This role is due to reduce, and the manager will be spending the majority of her full-time hours managing this home, including working on the staff rota as part of the team. Initially, staffing arrangements will provide two carers at all times. However, this will be risk-assessed and reduced to one carer, when appropriate. The manager has been involved in selecting a suitable team from within the company, and feels satisfied that she has a suitably qualified and experienced team that will be able to meet the young person's complex needs.

While the home has been unoccupied, some redecoration has taken place and the environment is very homely and welcoming. Some preparations have been made to get the young person's bedroom ready for her, and she will be able to personalise the room further as she settles in.

At the time of the full inspection in July, two requirements and two recommendations were made. These have been addressed thoroughly. The manager and staff were asked to develop a better understanding of serious incidents that must be notified to Ofsted, and for the manager's refresher training to be brought up to date following an extended period of leave. Other areas for development identified during that inspection included the manager's review of quality so that it is more reflective, the use of language in some documents, which may be misleading, and the inclusion of young people's views in staff appraisals. The manager has reviewed and made improvements in each of these areas, and remains receptive to making further improvements to benefit the quality of care provided. No shortfalls were identified during this inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/07/2017	Full	Good
04/11/2016	Interim	Improved effectiveness
13/04/2016	Full	Requires improvement

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: 1231066

Provision sub-type: Children's home

Registered provider: One to One Crisis Intervention Ltd

Registered provider address: 5 Newton Road, Newton Abbot, Devon TQ12 3AL

Responsible individual: Annie Westbrook

Registered manager: Natalie Pink

Inspector

Norma Welsby, social care inspector

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