

1231066

Registered provider: One To One Crisis Intervention Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to look after one child. It is part of a small organisation with several similar provisions in the area. The house blends into a modern residential area and benefits from access to transport links and good local amenities.

Inspection dates: 27 September 2018

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

How well children and children are helped and protected **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: 23 February 2018

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/02/2018	Interim	Improved effectiveness
03/07/2017	Full	Good
04/11/2016	Interim	Improved effectiveness
13/04/2016	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>31: Staffing of children's homes</p> <p>(1) The registered person must ensure that the employment of any person on a temporary basis at the children's home does not prevent children from receiving such continuity of care as is reasonable to meet their needs.</p>	30/11/2018
<p>35: Behaviour management policies and records</p> <p>(1) The registered person must prepare and implement a policy ("the behaviour management policy") which sets out—</p> <p>(a) how appropriate behaviour is to be promoted in the children's home; and</p> <p>(b) the measures of control, discipline and restraint which may be used in relation to children in the home.</p> <p>(2) The registered person must keep the behaviour management policy under review and, where appropriate, revise it.</p> <p>(3) The registered person must ensure that—</p> <p>(a) within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>(i) the name of the child;</p> <p>(ii) details of the child's behaviour leading to the use of the measure;</p> <p>(iii) the date, time and location of the use of the measure;</p> <p>(iv) a description of the measure and its duration;</p> <p>(v) details of any methods used or steps taken to avoid the need to use the measure;</p> <p>(vi) the name of the person who used the measure ("the user"), and of any other person present when the measure was used;</p> <p>(vii) the effectiveness and any consequences of the use of the measure; and</p> <p>(viii) a description of any injury to the child or any other person, and any medical treatment administered, as a result of</p>	30/11/2018

<p>the measure;</p> <p>(b) within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>(i) has spoken to the user about the measure; and</p> <p>(ii) has signed the record to confirm it is accurate; and</p> <p>(c) within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.</p> <p>(4) Paragraph (3) does not apply in relation to restraint that is planned or provided for as a matter of routine in the child's EHC plan or statement of special educational needs.</p>	
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Inspection judgements

Overall experiences and progress of children and children: good

The child who is currently living in this home makes good progress in many aspects of their lives. Their views are heard and treated with importance; because of this, children are motivated and engage well with the adults who care for them. Children feel listened to and cared for. As a result, children have confidence and a drive to achieve. For example, a youth club has been set up and is being run by one child. This benefits them and other children in the local community.

Outstanding positive relationships between permanent staff and the children help children feel loved and valued. The nurturing, loving and encouraging parenting that children receive is authentic and effective. Children develop stability and a sense of belonging.

Children benefit from living in a well-presented and cared for house. They feel that this is their home. They are encouraged to have pets, and the house is decorated to their taste. Visitors get a real sense of a calm, welcoming and fun environment.

Children know what they need to feel safe and secure. This is clearly understood by the staff and transferred into the parenting that is provided. Expectations and boundaries are clear, and when these boundaries are not maintained there are consequences put in place for children. However, these consequences are not always clear for children or reviewed in a timely way. This was discussed during this inspection and action was being taken to improve this area of practice.

How well children and children are helped and protected: good

Risks for the child have significantly reduced since coming to live in this house. Permanent staff understand the risks and what needs to happen to manage these effectively. However, there have been two occasions when the child has left the house at night and placed themselves at risk. This could have been prevented.

Effective action has been taken to manage and reduce risks in relation to child abuse and exploitation. At times, access to mobile phones is not permitted. On one occasion when a mobile phone had been removed, the child retrieved the phone and had it for a few days without this being detected by staff. This exposure to risk could have been prevented.

Children are aware of the risks posed to them and understand the boundaries that have been put in place to reduce risks for them. These boundaries reassure children that they are cared for and that staff will do everything they can to keep them safe.

Incidents of children going missing from the home have significantly reduced. This is due to effective care plans and because meaningful conversations take place on a regular basis between staff and children. Children have a good understanding of their vulnerabilities and look to staff to help keep them safe.

The effectiveness of leaders and managers: good

The manager of this home is highly skilled and motivated. She leads with determination and conviction and sets high standards of care. Her child-focused approach to caring for children is an inspiration. When things fall below her expectations, she is reflective and wants to do everything she can to make improvements and move forward.

Staff receive good support, mentoring and supervision. A learning culture has been developed, and this results in reflective practice that seeks to continually improve the experiences and outcomes for children.

The manager advocates well for children; she effectively challenges other agencies to ensure that children in her care receive services and support that they require. Children really appreciate this approach to their care.

The home is not currently fully staffed, leading to some inconsistencies in the care provided. This is a worry for the child who currently lives here. The child's concerns are compounded further when permanent staff have time off. These inconsistencies are understood by the manager and she is taking steps to rectify them.

Information about this inspection

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

Tracey Ledger, social care inspector

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