

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

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

Inspection dates: 19 to 20 November 2018

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

How well children and young people 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: 8 January 2018

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/01/2018	Interim	Sustained effectiveness
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?

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>7: The children's views, wishes and feelings standard receive care from staff who–</p> <p>develop positive relationships with them;</p> <p>engage with them; and</p> <p>take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives.</p> <p>In particular, the standard in paragraph (1) requires the registered person to–</p> <p>ensure that staff–</p> <p>regularly consult children, and seek their feedback, about the quality of the home's care. (Regulation 7(1)(a)(b)(c), (2)(a)(iv))</p> <p>In particular, this is in relation to children's views contributing to staff appraisals.</p>	<p>31/12/2018</p>
<p>25: Fire precautions</p> <p>After consultation with the fire and rescue authority, the registered person must–</p> <p>make arrangements for persons working at the home to receive suitable training in fire prevention; and</p> <p>ensure, by means of fire drills and practices at suitable interval, that persons working at the home are aware of the procedures to be followed in the case of fire. (Regulation 25(1)(c)(d))</p>	<p>30/11/2018</p>

Inspection judgements

Overall experiences and progress of children and young people: good

The manager and small staff team provide consistent and nurturing care. They know the child exceptionally well. They are committed to helping him to enjoy his childhood, and they work towards helping him to become a positive and fulfilled young adult. The child has made very good progress in the two years that he has lived in this children's home. He told the inspector he 'loves' living in this home.

Relationships between the child and the adults caring for him are mutually respectful. The child has built trusted and secure relationships with all the team. He has a sense of permanence and belonging which has contributed to his well-being, his enjoyment of the opportunities that he has and the progress that he has made.

The child has access to an excellent range of social and recreational opportunities. He is a long-term volunteer and is involved in charity work. Through education, he has developed a keen interest in animal husbandry and enjoys a wide range of outdoor activities. He has enjoyed holidays abroad, and these collective experiences have enriched his life.

Staff fully understand the impact of his early childhood experiences and work tirelessly to ensure that he has access to the help and support that he needs. They are committed to ensuring that the experience of living in this home enhances the child's life chances in the future. A detailed plan of care is in place, with clear targets which are regularly reviewed with the child and other professionals.

Preparation for moving on from the home is a key focus of the staff team's plans. They are working effectively with the child and a range of external professionals to ensure that careful and considered decision-making is taken to prepare the child effectively for adulthood. A social worker commented that this home is 'one of the best' that he has worked with.

The manager is a strong advocate for the child. Recent changes to the child's education are being challenged by the manager and other professionals to ensure that the child's best interests are met.

The home provides a very comfortable and homely environment. It is reflective of the child living there, being personalised with photographs and belongings that are important to the child.

How well children and young people are helped and protected: good

The child receives good help and protection. He feels safe living in this home and knows that he can trust the manager and staff to act in his best interests. The child confirms that he feels that he can speak to the manager or staff if he is worried about anything, and also sees an independent advocate with whom he has a good relationship.

The team responds to the child as a good, responsible parent would. Team members are open and honest, encouraging reflection and positive decision-making. They are consistent in their approach, and the child is clear about their expectations of him. When staff make decisions that the child does not understand or agree with, they carefully help him to understand the reasons for their decision.

Behaviour is effectively and positively managed. Staff do not use physical interventions or sanctions and the child does not go missing from the home. There is good emphasis on maintaining an open and reflective dialogue which enables any difficulties that arise to be resolved amicably. Staff use positive role modelling to help the child to develop his insight and understanding. Useful approaches, like 'stop and think cards', are used to help the child to manage his own emotional responses and behaviour.

Regular professionals' meetings take place to discuss any concerns or risks and to make shared decisions. In this way, for example, the child is being supported to develop his independence and take age-appropriate risks.

The staff receive good training in key areas, and this supports their safe working practices, including training in safeguarding, first aid and medication. During this inspection it was noted that, while there are regular fire drills, one new member of staff had not participated in a drill since starting work in the home.

The effectiveness of leaders and managers: good

The registered manager has suitable experience and has achieved the required childcare and management qualifications. He is passionate about his role and the positive impact that he and his team are having on the life of the child in their care.

The remaining members of the team are also suitably qualified and benefit from a good range of mandatory and specialist training, including, for example, recent training in mental health first aid.

The small staff team provides good stability and continuity. Recruitment processes are safe and rigorous. Regular supervision and team meetings encourage staff to reflect on their practice and how they can develop further ways to help and support the child in their care. Annual staff appraisals are also in place. Currently, the child does not make a specific contribution to these, which is a missed opportunity to include the child's view about the quality of care that he receives and his experience of living in this children's home.

A previous recommendation, about a member of the team receiving refresher training in a timely way, has been addressed.

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 difference 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: 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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