

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 or young person. 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: 18 to 19 June 2019

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 **outstanding**

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

Date of last inspection: 24 September 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/09/2018	Full	Good
23/02/2018	Interim	Improved effectiveness

03/07/2017

Full

Good

04/11/2016

Interim

Improved effectiveness

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>The care planning standard is that children- receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure -</p> <p>that the child's placing authority is contacted, and a review of that child's relevant plans is requested, if -</p> <p>the child is, or has been, persistently absent from the home without permission. (Regulation 14 (1)(a)(b)(2)(ii))</p>	26 Jul 2019

Inspection judgements

Overall experiences and progress of children and young people: good

The home presents as warm and welcoming. The young persons belongings can be seen throughout the property, and this gives a real sense of her personality.

The office has been turned into a study. On the wall, rather than any official documents, there is a picture of people who are important to the young person.

The young person is making notable progress from her starting point. She is now on track to achieve a diploma in hair dressing. Staff are also supporting her to access a place on a music course at college.

Levels of supervision for the young person have significantly reduced. The young person has a job in the local community which she enjoys and is committed to. Her best friend often visits and stays overnight.

The young person has good relationships with the small and stable staff team that cares for her. The staff team is in close communication with others outside of the home who are involved in her care.

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

There have been a significant number of missing from home incidents. At times, the young person places herself at considerable risk. On these occasions, professionals are in constant communication. However, a formal strategy meeting to devise effective strategies for risk reduction has not taken place for several months.

There has been one physical intervention since the last inspection. A recognised technique was not used at this time. However, the intervention was proportionate and kept the young person safe.

Opportunities to fully support the young person to develop emotional resilience are not always taken. Staff are not ensuring that the advice they provide to the young person is in line with care planning, for example, when the young person expresses the need to self-harm.

The registered manager is fully aware of wider risks which are not only relevant to the young person, but also apply to other young people in the local community. She shares with the police and other specialist multi-agency forums, any concerning information regarding child sexual exploitation.

The registered manager has devised a good system to monitor the young person's online safety. This tool is also used to reduce risks presented by people with whom the young person spends time.

The effectiveness of leaders and managers: outstanding

The registered manager is providing rigorous management oversight of practice at the home. She is a reflective practitioner who ensures that care planning is constantly evolving to meet the changing needs of the young person.

The registered manager has created a strong nurturing ethos. Her knowledge of the young person's needs, likes and dislikes is thorough and characteristic of a caring parent.

The registered manager demonstrates high aspirations for the young person. The manager is supporting the young person to see that she can achieve her wishes. This includes securing a place at college.

The registered manager has developed various tools to try to further understand the complex needs of the young person. She draws on research and working closely with other professionals to inform this analysis.

Supervision sessions are focused and purposeful. They are used to support staff to meet the needs of the young person effectively.

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: 1231066

Provision sub-type: Children's home

Registered provider: One To One Crisis Intervention Ltd

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

Responsible individual: Annie Westbrook

Registered manager: Natalie Pink

Inspector(s)

Polly Soper, social care inspector

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