

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: 28 to 29 November 2019

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 19 November 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/11/2018	Full	Good
08/01/2018	Interim	Sustained effectiveness
23/05/2017	Full	Good
31/01/2017	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>33: Employment of staff</p> <p>The registered person must ensure that all employees–</p> <p>undertake appropriate continuing professional development;</p> <p>receive practice-related supervision by a person with appropriate experience.</p> <p>(Regulation 33(4)(a)(b))</p> <p>This is with reference to the registered manager receiving regular practice-related supervision.</p>	04/12/2019

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The young person has lived in this children's home for more than three years. In this time, especially during the past year, he has made outstanding progress. His experience of living in this home has transformed his opportunities and his potential to live a healthy and fulfilled lifestyle as he becomes a young adult and starts to prepare to leave care. The young person says that he feels less anxious, more confident and hopeful about his future.

One of the most positive features of this children's home is the strength of the relationships that the manager and small staff team have with the young person. These relationships have supported the young person through some difficult times, and he has learned to trust and respect the adults who care for him. Open and honest communication is key, along with clear and consistent expectations from a team of three adults, who have remained the same during the past year.

The manager and staff have worked effectively with the young person's social worker and a specialist consultant. This has led to careful and considered decision-making which has supported the young person's personal development and independence. As a result, the young person can enjoy a wide range of experiences and a degree of independence akin to that of young people who are not living in a children's home. For example, having exceeded expectations at school, he is now attending college alongside both paid and voluntary employment. He has developed friendships through these opportunities and, , is establishing a social life for himself outside of his home. From his starting point, these are remarkable achievements of which the young person and staff are equally proud.

The physical environment of the home is homely and comfortable. There are many photographs of the young person displayed attractively throughout the home, and these show him on holidays abroad and engaged in a wide variety of activities. The environment, as a whole, presents as being very much the young person's home.

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

There have been no significant safeguarding concerns in this home since the last inspection in November 2018. When incidents have occurred, the manager and staff have acted appropriately, prioritising the young person's safety and welfare.

Physical restraint is not used in this home and the young person has not been physically restrained in the three years that he has lived here.

The manager and staff are effective in promoting positive behaviour. Through the strength of their relationships with the young person, the manager and staff have instilled clear expectations and a sense of mutual respect. When difficulties arise, they are very open and honest with the young person and, in this way, he has learned to be more considerate and reflective about how a person's behaviour can have a negative

impact on another person's well-being.

There have been two 'missing' incidents in the past year, which is unusual for the young person. Staff acted swiftly and the young person returned home safely within a couple of hours. While the young person did receive independent return-home interviews, one was over the telephone, which is not good practice. After the second incident, the home challenged this approach by the placing authority and the young person was taken to his local authority for a face-to-face interview.

Staff recruitment is thorough, and further improvements are being introduced to ensure that unsuitable adults are not able to work with vulnerable children and young people.

The effectiveness of leaders and managers: good

The registered manager is suitably qualified and experienced. He provides effective leadership and is an exceptional advocate for the young person. The manager has a clear focus and balance on caring for the young person while he is living in the children's home, but also preparing him to live a safe, healthy and fulfilled life when he leaves.

In addition to the manager, there is a deputy and a support worker. Both members of staff are suitably qualified and experienced, and both are pursuing additional qualifications. This small team provides good consistency for the young person and, when necessary, additional support is provided by two senior staff within the company, who also know the young person well.

Staff feel well supported through regular team meetings, practice-related supervision and clinical support. An ongoing training programme means that staff can refresh their learning and skills, as well as pursue new areas of development.

During this inspection, it was identified that the registered manager does not always receive regular practice-related supervision from within the company. The responsible individual is seeking ways to address this shortfall. In addition, she hopes to improve the rigour and impact of the independent visits to the home so that further improvements can be achieved.

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, Kingsteignton, Newton Abbot, Devon TQ12 3AL

Responsible individual: Annie Westbrook

Registered manager: Jeremy Butcher

Inspector

Norma Welsby, social care inspector

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