

1231066

One To One Crisis Intervention Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This service provides one-to-one care for children who may have social and/or emotional difficulties. In addition, care can be provided for children with some learning needs.

The manager has been in post since October 2020. They are not yet registered with Ofsted.

Inspection date: 19 January 2021

This monitoring visit

This visit took place virtually. There is currently one child living in the home, they were spoken to as part of this inspection. This provision was last inspected in June 2019.

This visit was undertaken due to increasing notifiable incidents. In addition, the registered manager has not been in day-to-day control of this home since October 2020. They have continued to mentor and support the new manager. There has been a significant delay in the manager making an application to Ofsted. At the time of this visit, no application had been received.

The arrangements in respect of medication management are not wholly effective. This has led to avoidable incidents where a child has accessed and taken medication. Managers have not acted quickly enough to reduce the risk of this happening again.

Records in respect of medication are weak. There are examples where there is no record of who gave medication when. Managers cannot satisfy themselves that all medication can be accounted for.

Staff have some significant and, at times, dangerous incidents to manage. Despite this, physical intervention is not commonplace and is used mainly to prevent serious risk of harm. Records of these incidents are unclear and not always in line with regulation. This prevents robust management oversight and prevents them understanding the impact on children.

The information provided to staff about children's presenting risks is insufficient. This obstructs staff in understanding and managing risks consistently. Some staff who work between this provision and others do not receive practice-related supervision from the manager. This has led to some ambiguity in respect of expectations.

Not all staff have received training to help them support children and better manage risk. Staff stated that their managers are supportive. They have opportunities to talk about practice and consider what they can do to improve.

Staff are dedicated and motivated to ensure that children are provided with good care and support. Children have developed positive relationships with staff. Children talk to staff about their worries and concerns. Staff invest time in the children to understand how they are feeling so that they can act to help them.

Staff respond when children are not receiving the support or services they need. For example, one child is now accessing education nearer to home due to appropriate challenge and determination from the staff.

Staff advocate well for children and ensure their needs are met. For example, a recent challenge to have a medication review resulted in a reduction in prescribed medicines for one child.

Staff help children to spend more quality time with their families. Children appreciate this.

Good communication takes place between staff and other agencies. Decisions are discussed and made with the best interests of the child in mind. This ensures that all agencies understand and respond to children's needs.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/06/2019	Full	Good
24/09/2018	Full	Good
23/02/2018	Interim	Improved effectiveness
03/07/2017	Full	Good

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home's workforce provides continuity of care to each child;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p> <p>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p> <p>research and developments in relation to the ways in which the needs of children are best met; and</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(e)(f)(g)(i)(h))</p>	05/02/2021

<p>In particular, ensure that staff are provided with training to support them to confidently and effectively meet children's identified needs; ensure that managers have good oversight of incidents and concerns for children and ensure parenting reflects ongoing and emerging needs; and improve monitoring and reviewing systems so that the child's journey is fully understood, and care is quickly adapted to meet children's needs.</p>	
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home. (Regulation 14 (1)(a))</p> <p>In particular, ensure that children's records are updated as soon as is necessary and that they are current and meaningful.</p>	05/02/2021
<p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home.</p> <p>In particular the registered person must ensure that—</p> <p>medicines kept in the home are stored in a secure place so as to prevent any child from having unsupervised access to them; and</p> <p>a record is kept of the administration of medicine to each child. (Regulation 23 (1) (2)(a)(c))</p> <p>In particular, ensure that children cannot gain access to medication and ensure that medication is always accounted for both in and outside of the home. Ensure that records are accurate and up to date.</p>	05/02/2021
<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. (Regulation 4 (a)(b))</p> <p>In particular, ensure staff moving between different homes receive practice-related supervision relevant to the children they support and home in which they work.</p>	05/02/2021

<p>The registered person must ensure that—</p> <p>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>the name of the child;</p> <p>details of the child's behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure ("the user"), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p> <p>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>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>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>(Regulation 35 (3)(a)(i)(ii)(iii)(iv)(vi)(vii)(viii)(b)(i)(ii)(c))</p> <p>In particular, ensure that staff understand when physical intervention should be recorded as such, and ensure any form of physical intervention that happens at home or elsewhere is recorded effectively. Ensure that meaningful</p>	<p>05/02/2021</p>
--	-------------------

debriefs take place with children and staff to ensure lessons can be learned and practice adapted where necessary.	
--	--

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

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, Kingsteignton, Newton Abbot, Devon TQ12 3AL

Responsible individual: Annie Westbrook

Registered manager: Natalie Pink

Inspector

Tracey Ledder, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit

<http://www.nationalarchives.gov.uk/doc/open-government-licence>, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: <http://www.gov.uk/ofsted>

© Crown copyright 2021