

1231067

Registered provider: One to One Crisis Intervention Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for one child who may experience behavioural and/or emotional difficulties.

The registered manager has been in post since March 2016.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

Inspection date: 10 June 2021

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 **requires improvement to be good**

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

Date of last inspection: 28 November 2019

Overall judgement at last inspection: Outstanding

Enforcement action since last inspection: None

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|-------------------------|
| 28/11/2019 | Full | Outstanding |
| 19/11/2018 | Full | Good |
| 08/01/2018 | Interim | Sustained effectiveness |
| 23/05/2017 | Full | Good |

Inspection judgements

Overall experiences and progress of children and young people: good

The child has made progress in all aspects of their life since moving into this home. They have completed formal education and plan to attend college in September. It is a credit to them that they travelled a long distance each day to achieve this. The staff are proud of these achievements and are positive and encouraging in respect of the child's future aspirations.

Positive relationships are established between the child and the staff team. These relationships are built on mutual respect. Open and honest conversations take place on a regular basis. This supports the child to make positive choices and understand social boundaries. Some steps towards independence have been made and the child appreciates support with this.

A small experienced staff team ensures that the child is cared for with consistency. Everyone understands boundaries and expectations. This has helped the child to better manage their emotions and settle.

The staff advocate on behalf of the child well. For example, an important risk assessment is required to plan a safe move to independence. This should have been completed by statutory agencies several years ago. Due to appropriate challenge, a plan is now in place for this to happen.

One child has moved on after living here for several years. They made good progress across all aspects of their life and remain engaged in training. The registered manager keeps in touch and continues to offer support and advice. The current child was not afforded a good transition. They were unable to meet with staff or see the home prior to moving in.

The house is clean and tidy and presents as homely. However, the bathroom needs repair and an upgrade to bring it in line with the rest of the home. Some minor tasks could be undertaken in the outside space to improve it. For example, the pathways need sweeping to remove leaves and rubbish.

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

The child told the inspector that they like living here and they feel safe and secure. They can identify several adults they trust and who they can talk to if they have any worries or concerns.

Safeguarding concerns have been limited. When there are concerns, staff act to reduce risks. They follow the correct safeguarding policies and inform key agencies. This ensures that all professionals are involved in discussions about risk management.

Access to a specialist external support helps staff to understand and manage risks. Staff report that this service supports good care planning. It provides them with the confidence to manage difficult situations. The expert is due to attend a risk management meeting with the local authority and the registered manager. This promotes effective multi-agency working.

There have been two recent allegations made in respect of staff. Both of these allegations were escalated in line with policy and procedure. The child was consulted, and adequate investigative steps have taken place. However, in one case, the member of staff moved out of the area. Managers did not act to ensure that the concerns about this person's practice were shared appropriately.

There is currently no medication in the home. This means that if a child becomes unwell non-prescription medications are not readily available.

The effectiveness of leaders and managers: requires improvement to be good

Managers have taken appropriate action in respect of COVID-19. Effective systems are in place to reduce risks. As a result, there have been no cases or suspected cases during the pandemic.

The manager has the children at the heart of his practice. He wants the best for them. He is reflective and thoughtful. He identifies areas for development and seeks to improve practice. For example, he recognises that the arrangements in place to ensure safe access to the internet are too stringent and has acted to address this.

The child's social worker reports good levels of communication with the registered manager. She is fully informed about all aspects of the child's care. When there are worries or concerns, conversations take place to agree a way forward. She is happy with the quality of care and progress made.

Not all staff receive supervision in line with policy and procedures. This prevents them from having dedicated time to reflect on and discuss practice. This is mitigated to a degree by regular and meaningful team meetings and access to an expert.

Records are not in good order. Senior leaders have recognised this and have a plan in place to support the registered manager to improve this aspect of practice. For example, sanctions are not recorded in line with regulation. Likewise, the required analytical report on the home's progress is several months overdue.

Senior leaders have not provided staff with the specialist training they require. This means that staff do not understand and confidently respond to one specific area of need for the child. This leaves staff feeling anxious and worried about their approach. They told the inspector that they would benefit greatly from specific training.

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,</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. (Regulation 13 (1)(a) (2)(a))</p> <p>In particular, ensure that all records and documentation are up to date and in line with regulation; ensure that staff receive training they require to support them to undertake their roles effectively and with confidence; ensure that any internal investigations are fully completed, including the sharing of outcomes with relevant safeguarding agencies; ensure that children are afforded good introductions and transitions into the children's home; ensure that all areas of the home are well kept and damage is quickly repaired.</p> | 31 July 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 33 (4)(a)(b))</p> | 31 July 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</p> | 31 July 2021 |

| | |
|---|---------------------|
| <p>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)(v)(vi)(vii)(viii)(b)(i)(ii)(c))</p> | |
| <p>The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.</p> <p>(Regulation 45 (1))</p> | <p>31 July 2021</p> |

Recommendation

- The registered person should ensure that staff have the relevant skills and knowledge to be able to: respond to the health needs of children; administer basic first aid and minor illness treatment; help children to manage long-term conditions and where necessary meet specific individual health needs arising from a disability, chronic condition or other complex needs. In particular, ensure that staff have access to non-prescription medication should they need to respond to children becoming unwell. ('Guide to the children's homes regulations including the quality standards', page 34, paragraph 7.12)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, 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

Tracey Ledder, Her Majesty's 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 children looked after, 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 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: www.gov.uk/ofsted

© Crown copyright 2021