

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

There has been a change in registered manager since the last inspection.

### Inspection dates: 25 and 26 October 2022

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>outstanding</b>
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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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:** 10 June 2021

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/06/2021	Full	Good
28/11/2019	Full	Outstanding
19/11/2018	Full	Good
08/01/2018	Interim	Sustained effectiveness

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

Since the last inspection, the child has made significant progress in all areas of his life. The new manager inspires the child and staff to do their best. Staff are ambitious for the child and positively influence his choices in life.

The manager and staff provide high-quality care based on research to help the child make sustainable changes to his life. For example, they have introduced animals and colour into the home, which helps to reduce the child's anxieties and builds his level of confidence.

The child regularly attends college and enjoys his education. He recognises that his course will help him to find a job wherever he lives.

Staff listen to the child, and he takes part in daily decisions about home life. He plans and buys the shopping. He cooks for himself and staff, and invites other children over for a meal.

Staff help the child to deal with his health and well-being issues. He now has more energy and joins in with social activities, including attending a local youth forum where he is planning a community charity event.

The manager increases the child's levels of independence as he grows older and matures. He enjoys travelling on public transport to meet family and friends. He is learning to drive.

Staff support the child to build relationships with his family and to think about his future goals. The manager advocates on his behalf to make sure that other agencies are aware these plans.

The previous requirements and recommendation have been met.

### **How well children and young people are helped and protected: outstanding**

The manager and staff understand and provide consistent, nurturing care for the child. Their love and support help him to deal with his behaviour. Incidents of concern have significantly reduced and there have been none since the summer.

There have been no restraints or missing episodes.

Staff have a trusting relationship with the child. They create a structured routine, which the child positively responds to. They help him to safely take the everyday risks associated with attending college and being part of the community.

Staff are well trained and know how to raise a concern and how to support the child to raise a concern.

### **The effectiveness of leaders and managers: outstanding**

Since the last inspection, there is a new manager in place. She understands the strengths and weaknesses of staff's practice. She has updated how records are kept and set achievable targets for the child. This includes creative short- and medium-term targets to keep his personal development on track.

The manager has high expectations of staff to change and improve the child's life. Her influence goes beyond this home and positively impacts on other children's homes operated by this provider.

The manager supports staff to complete useful training to help the child. Staff hold regular team meetings to reflect on what is working and make sure that the child receives consistent support to meet his goals.

The manager works in partnership with other agencies and providers, including offering peer reviews to continue to raise practice standards. She receives excellent feedback from other agencies.

## **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:** Carys Flain

## Inspector

Justine Hosking, Social Care Inspector

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