

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 is registered to care for one child with emotional and social needs. At the time of the inspection, one child was living in this home.

The registered manager resigned in October 2023. A new manager is in post, they have not submitted an application to register with Ofsted at the time of the inspection.

Inspection dates: 13 and 14 November 2023

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	outstanding
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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: 25 October 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/10/2022	Full	Outstanding
10/06/2021	Full	Good
28/11/2019	Full	Outstanding
19/11/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The child living in this home is making exceptional progress. Their outcomes have significantly improved since living in this home. The child feels that they very much belong here and that they are listened to by the adults who are caring for them. The tremendous progress that they have made is a direct result of the skills, knowledge, and experience of staff, and the hard work and commitment that they have shown to the child.

The child said that their life is much better since living here. They very much like their bedroom and the open spaces in the home. They trust their carers, and feel that they are being listened to, even if their carers do not always agree with them. Feedback from the child's social worker and family is also very positive.

The child receives exceptional levels of care in this home. They have positive routines and boundaries that help them to make progress. This reassures the child that they are loved and cared about. As a result, the child is now making positive progress in all areas of their life. The child has been able to move away from the very high level of support that they needed initially. They are attending school full time and making progress with their education. They are supported well to attend their health appointments and to maintain a healthy lifestyle. They are also working towards greater levels of independence and having access to their own phone and unsupervised free time.

Staff are respectful, and value the child, their views, and their identity. When the child expressed specific views about their identity, this was followed up consistently and appropriately by staff. Through listening to the child, staff have been able to adapt the way that the child is being supported. This has included ensuring that the child's sensory needs are being met. Staff have listened to the child's views about keeping in touch and spending time with their family. This led to the child's sister having a positive overnight stay at the home.

The child speaks openly to staff when they are worried about something. They are learning strategies to cope better with difficulties in their life. During the inspection, the child expressed worries about changes that had been made to their school timetable. The manager supported the child and strongly advocated for them in conversation with the school.

One young person moved on from this home into more-independent accommodation when they reached adulthood. A clear and helpful plan was developed with the young person, so they were able to move on positively. The young person maintains contact with staff so they can continue to support him.

The home environment is clean and well maintained. It has a homely feel that helps the child to feel relaxed. The child has fun in this home. There are games in the lounge for the child to play. Art and craft items that have been made by the child are displayed on the walls in the home. The child enjoyed baking a cake during the first day of inspection. Staff have helped the child to decorate their bedroom in a way that is personalised to their taste.

There is positive communication between the staff and other professionals. The social worker receives weekly updates about the child. When the staff produced a support plan to increase the child's independence skills, this was done in consultation with the child, their family and other professionals. This means that there is a team around the child, who are all working together in a consistent way. This supports the child to feel safe, happy and well cared for in this home.

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

Children feel safe in this home. Safeguarding incidents have remained low. There are very few incidents of concern, and it has not been necessary to use any physical interventions to keep the child safe. The manager and staff work hard to support the child in a positive way, so that any incidents are reduced. When the child wants to go out for a walk at night, staff are supportive of this and go for a walk with them. This naturally reduces any risks around the child going missing. The child is also provided with opportunities to talk to staff about their worries.

Staff spend quality time with the child and work hard to build positive relationships with them. This means that staff know the child well and understand how to keep them safe. Staff and managers work in a preventative way to keep the child safe. This ensures that any risks are managed well and that, whenever possible, risks are identified early so that positive action can be taken.

When safeguarding concerns are identified, they are reported promptly. There is good communication between staff and the social worker; this helps to keep the child safe. Staff talk to the child openly about any worries and respond sensitively when children share information with them. They develop plans together with the child to keep them safe.

There is good communication between staff and professionals, who receive regular updates about the child. Few incidents have occurred, but when they do, there is prompt communication with other agencies to resolve any issues that need to be addressed for the child.

Risk assessments are clear and thorough. Managers have a good understanding of risk and how to keep children safe. Health and safety records are well maintained. Window restrictors and door alarms are in use but only when this is necessary.

The effectiveness of leaders and managers: good

There is a new manager in the home, who has been in post for several weeks. They have been working alongside the previous registered manager who recently resigned to become the responsible individual. In a short space of time, they have developed a strong and positive relationship with the child. They know them well and are regularly involved in their day-to-day care. During the inspection, the manager spoke positively about the child and the good progress that they have made since living in this home.

Staff are aspirational for children and do well at helping them to progress. The new manager is making strong progress in being able to provide the level of support provided by his predecessor. There is a stable group of staff, who have worked consistently with the child since they moved to this home. One member of staff moved across with the child from the child's previous home. Staff spoke positively about the manager, saying that they receive good levels of support and training. This helps staff to improve their practice and skills and helps to ensure that the child receives a consistent level of support from staff.

Leaders and managers use relevant research to improve the experiences of children. When good practice was identified around how to conduct children's review meetings, the manager quickly implemented this. This meant that the child felt more involved in the meeting that was held about them. When training was identified in relation to the child's sensory needs, this learning was provided to staff during a team meeting.

The manager works in partnership with people who are important to the children. He has regular contact with social workers and other professionals. There is clear evidence of managers working in partnership with the local authority to develop agreed plans for the child. There is good management oversight within the home's documentation. Monitoring and review systems are in place to make continuous improvements so that there are positive levels of reflection and learning.

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: Carys Flain

Registered manager: Position vacant

Inspector

Sarah Sheffield, Social Care Inspector

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