

2577036

Sozo Care Homes Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home's statement of purpose states that it provides care and accommodation for up to three children who may have social and/or emotional difficulties.

This privately owned home registered with Ofsted on 8 April 2020. The registered manager left on 21 November 2020. The responsible individual left on 12 May 2021. The provider has informed Ofsted that they have appointed a new manager and a new responsible individual.

The home has not had any children since 25 May 2021.

Inspection date: 8 September 2021

This monitoring visit

Ofsted last visited this children's home on 14 July 2021 when we carried out a full inspection. Following the inspection judgement of inadequate, we imposed a condition on this provider's registration under section 13(5) of the Care Standards Act. This condition specified that the provider must inform Ofsted of the intention to accommodate children at the home at least 6 weeks before any child is accommodated. At the time when the condition was imposed, no children were living at the home.

On 4 August 2021, the provider told Ofsted that the home was ready to start admitting children.

The main purpose of this monitoring visit was to review the progress that the provider has made in addressing the concerning issues, which were identified at the full inspection, and to assess if the home is ready to start admitting children.

This visit was announced less than two hours before it started. The inspector visited the home and walked around the premises. The inspector spoke to the provider, the acting manager and the deputy manager. The inspector reviewed all staff files, which

were available at the home, and read some other records.

The main outcome of this monitoring visit is that the home is not ready to start admitting children. Although the provider has taken some steps to improve the service, the non-compliance with the Children's Homes (England) Regulations 2015 is still widespread. The main issues, regarding leadership, management and staffing of the children's home and the safeguarding of children, remain unresolved.

The provider has failed to secure stable and effective leadership and management. The home has had three different responsible individuals and five different managers in 18 months. During this visit, the provider was unable to confirm if the acting responsible individual and the acting manager would continue in their roles. Two days after the monitoring visit, the provider informed us that both posts became vacant.

Poor staff recruitment procedures do not safeguard children. The provider has failed to follow a thorough recruitment procedure when recruiting staff. Out of six staff files that the inspector reviewed, only one of them contained all the required information.

The opportunities for managers and staff to receive appropriate induction, supervision and training are poor. This is highly likely to have a negative impact on the quality of care and safeguarding of children.

The monitoring of the home is poor. Ofsted has not been receiving monthly reports from the home in line with regulation. Although a new appointed independent person has now visited the home and identified areas for improvement, their report is not yet available.

The privacy of neighbours is not respected. The camera on the home's roof still monitors a part of the neighbour's garden.

The provider has evidenced some improvement with regards to fire safety. However, appropriate measures to safeguard from the spread of smoke are still not in place.

At this monitoring visit, the provider failed to demonstrate having a realistic oversight of the home and a capacity for improvement. There are no leaders and managers to take the service forward. The staff have not been vetted appropriately and have not had induction, training or supervision. Following this monitoring visit Ofsted made the decision to suspend the service.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/07/2021	Full	Inadequate

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
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— 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; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)(e)) This requirement was made at the last inspection and is restated.	14 Oct 2021
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or	14 Oct 2021

if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(d)) Specifically, staff must have an application form, two suitable references, full employment history and the evidence of a Disclosure Barring Service check being obtained. A reason for appointment must be recorded and a risk assessment carried out if an employee has convictions. This requirement was made at the last inspection and is restated with some additional information included about what has to improve.	
The registered person must maintain records ("case records") for each child which— are kept up to date. (Regulation 36 (1)(b)) This requirement was made at the last inspection and is restated.	14 Oct 2021
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date. (Regulation 37 (1) (2)(a)(b)) Specifically, record all the required information in the register of children. This requirement was made at the last inspection and is restated.	14 Oct 2021

The quality and purpose of care standard is that children receive care from staff who— understand the children’s home’s overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential. (Regulation 6 (1)(a)(b)) This requirement was made at the last inspection and is restated.	14 Oct 2021
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child’s education and training targets, as recorded in the child’s relevant plans; promote opportunities for each child to learn informally. (Regulation 8 (1) (2)(a)(i)(v)) This requirement was made at the last inspection and is restated.	14 Oct 2021
Restraint in relation to a child must be necessary and proportionate. (Regulation 20 (2)) This requirement was made at the last inspection and is restated.	14 Oct 2021
The registered person must ensure that— 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— a description of the measure and its duration. (Regulation 35 (3)(a)(iv))	14 Oct 2021

This requirement was made at the last inspection and is restated.	
The registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children. (Regulation 24 (1)(a)) This requirement was made at the last inspection and is restated.	14 Oct 2021
After consultation with the fire and rescue authority, the registered person must— take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children's home. (Regulation 25 (1)(a)) Specifically, ensure that adequate measures for minimising the risk of smoke are in place. This requirement was made at the last inspection and is restated for a different reason.	14 Oct 2021
The registered person must— ensure that each employee completes an appropriate induction. (Regulation 33 (1)(a)) This requirement was made at the last inspection and is restated.	14 Oct 2021
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(a)(b)) This requirement was made at the last inspection and is restated.	14 Oct 2021

The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3)) This requirement was made at the last inspection and is restated.	14 Oct 2021
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and to inspect the premises of the home and such of the home's records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires. A visit by the independent person to the home may be unannounced. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children's well-being. The independent person's report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions. The independent person must provide a copy of the independent person's report to— HMCI; upon request, the local authority for the area in which the home is located;	14 Oct 2021

the placing authorities of children; the registered provider and, if applicable, the registered manager; and the responsible individual (if one is nominated). (Regulation 44 (1) (2)(a)(b) (3) (4)(a)(b) (5) (7)(a)(b)(c)(d)(e)) A part of this requirement was made at the last inspection and is restated.	
Any person who carries on or manages an establishment or agency of any description without being registered under this Part in respect of it shall be guilty of an offence. (Regulation 11 (1) Care Standards Act 2000) Specifically, the appointed manager and responsible individual must apply to register with Ofsted. This requirement was made at the last inspection and is restated.	14 Oct 2021

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: 2577036

Provision sub-type: Children's home

Registered provider: Sozo Care Homes Limited

Registered provider address: 34 Swansea Court, London E16 2RT

Responsible individual: Post vacant

Registered manager: Post vacant

Inspector

Seka Graovac, Social Care Inspector

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