

2772598

My Life - My Choice Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to four children with physical disabilities, learning disabilities and/or sensory impairment. At the time of the inspection, two children were living in the home.

The home registered with Ofsted in April 2024. The manager is registered with Ofsted.

Inspection date: 21 October 2024

This monitoring visit

During a full inspection on 7 and 8 August 2024, inspectors identified significant shortfalls in both safeguarding practice and leadership and management. As a result, a restriction notice was served. This visit took place to monitor the action taken since the full inspection. Insufficient action has been taken to address some of the shortfalls.

The recordings of physical interventions continue to be unclear and often do not explain why children are held. Discrepancies and missing information have not been identified by the manager and debriefs are not consistently recorded. In addition, when records stated that children have sustained an injury, it is unclear if children received medical attention.

Staff and the manager have completed training to improve their reporting and recording. However, this has not improved the recording of physical interventions used or the manager's oversight.

Consequences are now being recorded. However, staff have not sought the children's views on the consequences given, and the duration of these consequences remains unclear. In addition, the manager has not had oversight of the records so as to consider the effectiveness of measures used.

The manager is in the process of recruiting more staff. Currently, there are only five permanent staff recruited for the home. Shortfalls in rotas are covered by staff within the organisation. However, this does not provide consistency to children.

Staff have received training on a range of topics to build their skills and knowledge. This has helped staff to understand the implications of a deprivation of liberty order and mental health capacity.

Staff report that the manager is now present in the home, and they welcome her support. However, the manager has not recorded her hours on the rotas when working in the home. This remains a shortfall and was identified at the last visit.

The manager has made some progress since the last inspection, to ensure that children can access all areas of the home more freely. Locks on communal doors are no longer used as a blanket approach. The monitoring and surveillance used are now in line with the permissible deprivation of liberty orders that are in place. However, records remain unclear. The manager and staff report that they no longer lock children in a room when they are in crisis. Instead, they focus on making the environment around the child safer. However, they do not record what support they give to children when they are in crisis.

The manager has now provided staff with regular, reflective practice-related supervision and team meetings have taken place. Staff said that they are now more consistent in their approach when caring for children. However, the records still use language that is inappropriate and not reflective of a homely environment or culture.

Children now spend quality time together. Staff are educating children on being kind to each other. Since the last inspection, no children have been missing from home. Staff are now clear on the actions that they need to follow if a child goes missing from home.

Staff are now familiar with the location of the fire extinguishers. However, some of the fire doors remain damaged. Although action was taken after the last inspection by the manager, doors have again been broken. The manager has arranged for these to be fixed and taken action to address the odour in the laundry room.

Medication is being managed more effectively. There is improved oversight from the manager, and as a result, there have not been any errors.

The independent person is now visiting regularly. The manager has acted on the recommendations left in the report.

Some of the previous requirements and recommendations were not considered at this visit but will be reviewed at the next inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/08/2024	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, The 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 with the given timescales.

Requirement	Due date
*The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; and that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)(b)) The registered person must ensure that children receive medical attention when they are injured, and that injuries from restraint are reported to the relevant agencies, including the local authority designated officer when necessary.	29 November 2024

The registered provider must ensure that staff record their whereabouts and actions taken to help children calm when children are in the 'de-escalation room'.	
*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; 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; and 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)(b)(c)(d)(e)(f)(h)) The registered provider must ensure that they review all records of restraint and consequences given and review them for effectiveness. The registered provider must ensure that they scrutinise each record of measure of control, discipline or restraint to	29 November 2024

ensure that all the information is completed, and that appropriate follow up action is taken as a result. The registered provider must ensure that they are actively recruiting staff and record their efforts in doing so, so that children receive care from a consistent team.	
* 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— the name of the child; details of the child’s behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure (“the user”), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; 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”)— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and 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	29 November 2024

measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)) The registered provider must ensure that records of restraint are legible and clearly explain the incident and how the child was held. The registered provider must ensure that all reflections with staff and learning identified are recorded, and that staff practice is scrutinised.	
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans; understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding; and understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)(ii)(iv)) In particular, the registered person must ensure that staff understand and have sufficient oversight of children's specific health needs. When advice is given in relation to meeting children's needs, the registered provider must ensure that this advice is implemented. This includes staff being supported to understand the importance of children wearing their glasses and hearing aids. This requirement was not reviewed and is restated.	13 September 2024
The care planning standard is that children—	13 September 2024

receive effectively planned care in or through the children's home. In particular, the standard in paragraph (1) requires the registered person to ensure— that each child's relevant plans are followed; and that staff help each child to access and contribute to the records kept by the registered person in relation to the child. (Regulation 14 (1)(a) (2)(c)(f)) In particular, the manager must ensure that children's care plans include information about their education targets and achievements, including overall progress. Leaders and managers must ensure that missing-from-home plans, care plans and risk assessments support staff to keep children safe. These plans need to provide detailed strategies and preventive measures for staff to follow to protect children from harm. This requirement was not reviewed and is restated.	
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. (Regulation 37 (1) (2)(a)) This specifically relates to the manager ensuring that the staff roster only includes those staff who support this children's home, not the sister home, and their actual hours worked each week. This is a repeat requirement.	29 November 2024
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child;	13 September 2024

are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c)) The registered person must ensure that children's case records contain up-to-date plans from the local authority relating to each child, and that staff have access to these plans. The registered person must ensure that children's case records contain up-to-date information about the child and the support offered by staff. This supports management of concerns. The provider must ensure that the language used in children's records is not stigmatising and does not blame or judge a child. This requirement was not reviewed and is restated.	
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Recommendations

- The registered person should ensure that children are supported in a planned way, to support them meet the objectives in their plans. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.10)
- The registered person should ensure that when the statement of purpose has been reviewed, it contains all of the information relevant, has all staff listed and a copy of this is shared with the regulating body. ('Guide to the Children's Homes Regulations, including the quality standards', page 14, paragraph 3.5)

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: 2772598

Provision sub-type: Children's home

Registered provider: My Life - My Choice Limited

Registered provider address: 22a Albert Street, Oswaldtwistle, Accrington BB5 3NB

Responsible individual: Andrea Brighthouse

Registered manager: Kerry Hursey

Inspectors

Jennifer Quest, Social Care Inspector

Sylvia Eboigbe, Regulatory Inspection Manager

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