

# SC008485

Registered provider: Choices Home for Children

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

This children's home is privately owned. It is registered to provide care for up to five children who may have social and emotional difficulties. At the time of the monitoring visit, five children were living in the home.

The manager has been registered with Ofsted since February 2023.

**Inspection date: 4 July 2023**

## **This monitoring visit**

On 30 May 2023, Ofsted completed a full inspection and judged the home to be inadequate. Compliance notices were issued under regulation 12, the protection of children standard, regulation 13, leadership and management, and regulation 33, employment of staff. This monitoring visit took place to monitor the actions taken by the provider in relation to the compliance notices.

Since the last inspection, the registered manager has resigned, and the responsible individual is now overseeing the management of the home. The responsible individual has taken action to make improvements to the home and compliance notices for regulation 12 and regulation 33 have been met. However, the compliance notice under regulation 13 has not been met. As a result, a further compliance notice under regulation 13 has been issued.

Since the full inspection there have been three incidents when staff have had to physically restrain children. Following these incidents, the responsible individual has not ensured that debriefs have taken place with staff and children or that incidents have been evaluated. Opportunities have been missed to address poor behaviour management and improve practice in the home.

The pre-admission assessment for one child has been updated to accurately reflect their needs. However, other records contain inaccurate information. This means that staff are not always given clear guidance on how to support children. For example, some children have made progress and are no longer required to hand in their phones at night, however, records do not reflect this change.

Some staff have yet to complete the required training to help them understand how to safeguard children and meet their needs. Staff who require it are scheduled to receive training in relation to the management of diabetes, sexually harmful behaviours, and the home's chosen model of care.

Statutory documents from children's placing local authorities have not yet been received. However, managers have taken steps to escalate this issue.

Children have been supported to personalise their bedrooms with posters and certificates. New soft furnishings have been bought, along with additional storage. One child has been supported to change the lighting in their bedroom.

Children's meetings are now taking place regularly, to encourage them to have a voice in the home, and there is evidence that their requests are being listened to. This has been welcomed by the children. There is also a post box which also allows them to make anonymous requests and express any 'grumbles'.

Action has been taken to support staff to understand children's risks and vulnerabilities. Regular team meetings are now taking place, and these are used effectively to reflect on children's progress and individual needs.

Staff have discussed the improved support they have received. They are now benefiting from supervision and support to reflect on their practice, both individually and as a team.

One requirement raised at the last inspection was not explored as part of this monitoring visit and will be reviewed at the next inspection.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 30/05/2023      | Full            | Inadequate                      |
| 12/01/2023      | Full            | Requires improvement to be good |
| 20/09/2022      | Full            | Inadequate                      |
| 08/09/2021      | Full            | Requires improvement to be good |

# 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      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <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>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1) (2)(h))</p> <p>Specifically, leaders must ensure that there are robust monitoring systems in place to evaluate and improve the quality of care delivered in the home. And, that all records contain consistent guidance and information that reflects staff practice.</p>                                                                                            | 6 August 2023 |
| <p>The registered person must ensure that—</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. (Regulation 35 (3)(b)(i)(ii)(c))</p> <p>Specifically, the registered person should ensure that children are spoken to following a restraint, and that restraints are evaluated by someone who was not involved in the intervention.</p> | 6 August 2023 |

\*These requirements are subject to a compliance notice.

## **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:** SC008485

**Provision sub-type:** Children's home

**Registered provider:** Choices Home for Children

**Registered provider address:** 31 Wellington Road, Nantwich, Cheshire CW5 7ED

**Responsible individual:** Linda Heywood

**Registered manager:** Richard Dolan

## **Inspectors**

Kelly McCurdy, Social Care Inspector

Colin Jones, Social Care Inspector

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