

SC025657

Creating Care Choices Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care and accommodation for up to 11 disabled children on a permanent basis or for short breaks. The provider states that the home is for children with special needs, such as learning difficulties, epilepsy, challenging behaviours, sensory impairment and communication difficulties.

The manager has been registered with Ofsted since 8 May 2019.

At the time of the visit, nine children lived at this home across three different houses. Three children were able to communicate verbally.

Inspection date: 4 March 2021

This monitoring visit

This visit was conducted at a time of national lockdown due to the COVID-19 (coronavirus) pandemic. The visit included on-site and off-site activities. One inspector spent five and a half hours in the home. This inspector observed staff practice, sampled some records and talked with two children, three staff members and the manager. Another inspector had a telephone conversation with one child's social worker.

The visit focused on children's safety and, in particular, on the use of physical interventions. The arrangements for children's education were also reviewed.

Both children spoken to said that they liked the home and liked the staff who worked there. Both children said that they felt safe. When asked what they would do if they had any concerns, both children said that they would speak to staff.

Not all the staff members know how to deal with children's concerns and allegations. One staff member did not give a satisfactory answer when they were asked what they would do if a child disclosed to them that another staff member had hit them.

The staff's lack of knowledge on how to deal with allegations against staff members undermines children's safety.

The home's management follows appropriate procedures for dealing with allegations against staff members. During this visit, a child made an allegation against a staff member and the manager made a child protection referral on the same day. Ofsted has not prejudged the outcome of the child protection investigation in any way during the visit and when making requirements.

Staff are committed to creating a positive environment for children. Staff work in close partnership with social workers and other professionals to help children develop safer and more constructive behaviours. The home has a good record in helping children to improve their behaviours over time. One child's social worker said that she was thrilled with a child's progress.

Staff use physical interventions as a last resort to protect children and adults from harm. However, a number of shortfalls in relation to the use of physical interventions were identified during the visit. These shortfalls undermine the safeguarding of children.

The monitoring of physical interventions is weak. The manager's report of the review of the quality of care for the period of July 2020 to December 2020 states that no physical interventions were used. However, the home's log of physical interventions lists two physical interventions during that period. Not taking into account physical interventions when reviewing the quality of care means that the valuable opportunities for reflection and learning are lost. Not providing the correct information to Ofsted negatively affects its monitoring function.

Staff are not trained appropriately for their roles and have a poor knowledge of physical interventions. The last time the home provided training to staff on physical interventions was in July 2018. The staff spoken to could not name, describe or show any of the permissible physical-intervention techniques.

Children's positive behaviour management plans are vague about the use of physical interventions. For example, one child's plan states that in crises staff have to 'remove' the child from the environment. The manager explained that this meant calling the child by their name or gently leading them out of the room. There is no guidance for staff about how to do this and at which point removing the child from their environment becomes a physical intervention that must be logged.

Neither the staff nor the manager are aware that using medication to control behaviour is a chemical restraint. There is no written guidance to staff on when they need to administer an antipsychotic drug to a child other than 'when required'.

The home's log of physical interventions is not completed in the required detail. Only the first names of staff members who were involved in the physical interventions are

recorded. The names of the staff who witnessed the physical interventions are not recorded at all.

None of the staff have had training on deprivation of liberty. One staff member said that they have not heard of it and did not know what it meant. This is despite the home's statement of purpose making it clear that the entrance doors to the properties are kept locked due to children's vulnerabilities and risks. In addition, children's individual risk assessments explain situations that may lead to some doors inside the houses being locked on occasions, such as the kitchen door or the connecting door between the properties.

Children receive good support from staff to engage in their education. Both children said that they 'loved' learning.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/02/2020	Full	Good
13/09/2018	Full	Requires improvement to be good
06/06/2018	Full	Inadequate
01/03/2018	Interim	Improved effectiveness

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 registered person must prepare and implement a policy which— is intended to safeguard children accommodated in the children's home from abuse or neglect; and sets out the procedure to be followed in the event of an allegation of abuse or neglect. The procedure to be followed in the event of an allegation of abuse or neglect must, in particular— provide for liaison and co-operation with any local authority which are, or may be, making a child protection enquiry in relation to a child accommodated in the home; provide for the prompt referral of an allegation about current or ongoing abuse or neglect in relation to a child to the placing authority and, if different, the local authority in whose area the home is located; provide for the prompt referral of an allegation about past abuse or neglect in relation to a child to the placing authority and, if different, the local authority in whose area the alleged abuse or neglect occurred; provide for records to be kept of an allegation of abuse or neglect, and the action taken in response; describe the measures which may be necessary to protect children following an allegation of abuse or neglect; and describe how and to whom staff are to report, without delay, any concern about abuse or neglect of a child. (Regulation 34 (1)(a)(b)(c)(d)(e))	1 June 2021

Specifically, the registered person must ensure that all staff have a good understanding of the child protection policy and implement it in practice.	
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must keep the behaviour management policy under review and, where appropriate, revise it. 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;	1 June 2021

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 five 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 (1)(a)(b) (2) (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)(iv)) Specifically, the registered person must ensure that all staff receive training in the use of physical interventions and restriction of liberty. The appropriate records must be kept of physical interventions, including the use of chemical restraint. In particular, the full names of staff who used the physical intervention and those who were present at the time of the intervention being used must be recorded.	
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every six months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must—	1 June 2021

supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and

make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.
(Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5))

Specifically, the registered person must ensure that this review and the report include the correct information and an analysis of the physical interventions used by the home's staff during the review period.

Information about this inspection

The purpose of the monitoring visit was to investigate information received that suggests there may be a breach of regulations. The recommendations given at the last full inspection will be considered at the next full inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC025657

Provision sub-type: Children's home

Registered provider: Creating Care Choices Limited

Registered provider address: 38 Castle Drive, Ilford, Essex IG4 5AE

Responsible individual: Harjit Sanghera

Registered manager: Parmeswar Gopee Singh

Inspectors

Seka Graovac, Social Care Inspector
Victoria Jones, Social Care Inspector

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