

SC025657

Registered Provider: Creating Care Choices Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is privately run and provides care for up to 11 children with learning disabilities and/or physical disabilities.

The home registered with Ofsted in 2001. The manager registered with Ofsted on 22 June 2022 and resigned on 20 April 2023.

There were five children living in the home at the time of this monitoring visit.

During the visit, the inspectors were aware that a serious incident was under investigation by the appropriate authorities. While Ofsted does not have the power to investigate incidents of this kind, the inspectors considered the actions the home has taken in response to the incident, alongside other relevant evidence available to them.

Inspection date: 5 June 2023

This monitoring visit

The home was judged inadequate at the full inspection on 25 to 27 April 2023. As a result, a notice restricting accommodation was served to prevent new children being admitted to the home.

This monitoring visit was undertaken to monitor the provider's compliance with the notice restricting accommodation and any progress made since the full inspection. The inspectors found that while there has been some small improvement since the full inspection, the grounds for the restriction are still applicable, and the restriction notice remains in place.

Since the notice restricting accommodation was issued, two children have left, and no new children have been admitted into the home.

Since the full inspection, there have been two significant incidents that raise concerns about the children's care. The relevant bodies are investigating the concerns.

Slow progress is being made in relation to the poor home conditions and environment. Children have new bedding. A new sofa has been purchased, and a new carpet has been laid. However, children's bedrooms and communal living areas remain bare and do not feel comfortable or homely.

The fire extinguishers are now safely stored and are accessible to staff.

Children's care plans and risk assessments have been updated. However, some still lack important information about children and do not provide clear guidance for staff. This limits the staff's understanding of children's needs and how to support them.

Leaders and managers have spoken to staff about the whistle-blowing policy and what staff should do if they have a concern. The whistle-blowing policy has also been updated. Staff did not raise any new concerns during this monitoring visit. However, it is too soon to determine if the working environment has improved to allow staff to be open and honest about their concerns.

Two significant incidents have been reported as required under regulation 40. However, Ofsted was notified of an incident after the monitoring visit, which involved a child sustaining an injury on the morning of the monitoring visit. The provider did not inform inspectors of this incident during the monitoring visit.

The responsible individual reported that an additional waking night member of staff was in place temporarily until the number of children living at the home had recently been reduced. The responsible individual also informed inspectors that the lone working risk assessment has been updated. However, despite requesting this several times, it was not provided during the monitoring visit.

Management oversight of incidents and records is poor. Records of incidents lack important detail and are unclear. This makes it difficult to determine what happened and what action staff took. Furthermore, it makes it difficult for leaders and managers to identify and address any areas of concern. The notice restricting accommodation will remain in place. The provider has made some progress in relation to addressing the requirements raised at the full inspection. However, these have not been met and will remain in place. One additional requirement and recommendation were raised at this monitoring visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/04/2023	Full	Inadequate
06/07/2022	Full	Good
09/02/2022	Full	Requires improvement to be good
10/02/2020	Full	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
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; and take effective action whenever there is a serious concern about a child's welfare; 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; and that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(b)(d)) In particular, leaders and managers must ensure that there are up-to-date risk assessments and safety plans in place for children when situations change. Leaders and managers must ensure that there is an open safeguarding culture within the home that promotes	30 June 2023

children's safety and well-being. Leaders and managers must ensure that the premises and furnishings are safe for children. Leaders and managers must ensure that records of incidents provide a clear account of what happened, the action taken by staff and the details of those involved.	
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— ensure that the home has sufficient staff to provide care for each child. (Regulation 13 (1)(a)(b) (2)(d)) In particular, leaders and managers must ensure that the home is led in a positive way that promotes the best outcomes for children. Leaders and managers must ensure that the staffing levels at all times are safe.	21 July 2023
The registered person must notify HMCI and each other relevant person without delay if— an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; and there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(c)(e))	21 July 2023
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans;	21 July 2023

seek to secure the input and services required to meet each child's needs; and if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (a)(b)(c))	
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. In particular, the standard in paragraph (1) requires the registered person to— provide to children living in the home the physical necessities they need in order to live there comfortably; and provide to children personal items that are appropriate for their age and understanding; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(vii)(viii)(c)(i)(ii))	30 June 2023

Recommendation

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 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: Parmeswar Gopee Singh

Registered manager: Post vacant

Inspectors

Leanne Grant, Social Care Inspector

Miss Aneta Wasilewska, Social Care Inspector

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