

SC025657

Registered provider: Creating Care Choices Limited

Full inspection

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 young people who have learning disabilities and/or physical disabilities.

The manager has been registered since 2015.

Inspection dates: 6 to 7 June 2018

Overall experiences and progress of children and young people, taking into account	inadequate
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How well children and young people are helped and protected	inadequate
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The effectiveness of leaders and managers	inadequate
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There are serious and/or widespread failures that mean young people are not protected or their welfare is not promoted or safeguarded.

Date of last inspection: 1 March 2018

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/03/2018	Interim	Improved effectiveness
24/10/2017	Full	Requires improvement to be good
08/03/2017	Interim	Sustained effectiveness
15/06/2016	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, 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
Review of quality of care The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 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— 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 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)(5))	27/07/2018
Statement of purpose	27/07/2018

The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. If a home has a website, the registered person must ensure that a copy of the statement of purpose is published on that website unless the registered person considers that such publication would prejudice the welfare of children in the home. Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. (Regulation 16 (1)(4) (5))	
Employment of staff The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) This relates, in particular, to the registered manager receiving regular supervision.	27/07/2018
Employment of staff The registered person must ensure that all employees— undertake appropriate continuing professional development. (Regulation 33 (4)(a)) This relates, in particular, to maintaining complete and up to date staff training records.	27/07/2018
Children's case records 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; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))	27/07/2018 *

This relates in particular to all children's files which must contain, as a minimum, those documents listed in Schedule 3 and care plans, placement plans, risk assessments, behaviour management plans, health plans, and all other relevant documents.	
Other records 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)) This relates, in particular, to the register of children (Schedule 4 (1))	27/07/2018 *
Medicines The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that— medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child; and a record is kept of the administration of medicine to each child. (Regulation 23 (1)(2)(b)(c)) In particular, the doctor prescribing medication must provide written confirmation whenever medicines are administered in a non-prescribed manner, while the administration of medicines must include systems for staff to conduct regular medicine stock checks.	27/07/2018
The health and well-being standard The health and well-being standard is that—	27/07/2018

the health and well-being needs of children are met. (Regulation 10 (1)(a)) This relates, in particular, to maintaining food hygiene standards in the home.	
Engaging with the wider system to ensure children's needs are met In meeting the quality standards, the registered person must, and must ensure that staff— seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5 (d))	27/07/2018
The quality and purpose of care standard In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation (6)(2)(c)(i))	27/07/2018

* These requirements are subject to a compliance notice.

Recommendations

- At least one person on duty at any given time in the children's home must have a suitable first aid qualification. ('Guide to the children's homes regulations including the quality standards', page 35, paragraph 7.13)
In particular, every shift must have an identified and named lead first aider.

Inspection judgements

Overall experiences and progress of children and young people: inadequate

This inspection identified significant shortfalls in how young people are helped and protected as well as shortfalls in the leadership and management of the home. These shortfalls have resulted in inadequate judgements in these two areas and so the overall judgement for the service is inadequate. Young people do not receive a service that

meets regulatory requirements or the quality standards and the service does not follow good practice guidance.

Admission procedures and care planning arrangements are poor. In some instances, there is no evidence that any consideration was given to how young people would have their needs met or their risks managed. This is a significant shortfall that places young people at risk of harm, particularly given the communication and comprehension difficulties experienced by many of the young people.

The inadequate leadership and management of the home increase the risks to young people of not having their welfare safeguarded and promoted effectively. The registered manager and staff team fail to work consistently in effective partnership with professionals and parents. Feedback from professionals and carers is mixed. An independent reviewing officer praised the staff for their knowledge of a young person's needs, and a social worker said a young person had made progress. A parent described a young person as 'really settled down, more confident and calm'. However, another social worker expressed concern in relation to the staff's limited attendance at a young person's reviews and a failure of the home to provide regular welfare updates. In addition, a parent was concerned that staff provided very limited feedback regarding a young person's well-being, routines and activities. These shortfalls mean that young people do not benefit from a coordinated approach to meeting their needs, reviewing their development or ensuring that their welfare is robustly considered.

Young people do not receive sufficient help to develop their independence. Staff support young people with their independent living plans, although these plans only outline basic chores such as washing up, making beds and supervised clothes ironing. There is no formal measurement of progress and there are no regular reviews. This limits the amount of progress that young people make.

The approach to help young people to make progress is inconsistent. Some young people do make progress in the home. Examples include increased attendance at school and reductions in their challenging behaviour. However, an incentive scheme put in place for one young person was ineffective and not in keeping with their ability to understand what it was for.

Young people live in an environment that lacks a homely feel and which is in need of repair and redecoration. While one part of the home appears suitably maintained, other areas look neglected. There are broken showers, missing window restrictors and damaged paintwork.

Staff understand young people's communication styles. When necessary, staff use pictorial symbols that help young people to confirm their requests.

Young people have opportunities to engage in various activities within the home and out in the community, including regular contact with their families.

How well children and young people are helped and protected: inadequate

Young people are not adequately protected from harm.

Some young people are admitted without any written assessment or guidance on how staff will meet their complex needs. Two young people's files did not contain care plans, risk assessments, medication and health plans, behaviour management plans or parent/placing authority contact or consent details. One of these young people had been living at the home for 18 months.

As a result of these failures, staff's knowledge of young people is limited to what they are told rather than any written guidance, professional assessment or expert advice. This means that young people are not sufficiently safeguarded.

Young people live in a home that places their health at risk. One kitchen was found to be dirty and unhygienic, with a large number of cobwebs hanging directly above a food preparation area. In addition, a fridge in another kitchen contained out-of-date dairy products and unlabelled food items.

Young people do not always have plans in place that help staff to know how to meet their challenging behaviours. Two young people did not have any behaviour management plans whatsoever. The generic behaviour management plans that are in place fail to consistently identify each young person's unique needs or how staff should respond to them. This places young people, their peers and staff at risk of harm.

Medication storage and administration procedures fail to robustly protect young people. Staff do not carry out routine medicine stock checks, while a limited administration audit trail leaves the process open to error or misuse. On occasion, staff administer young people's medicines in a covert manner. Although there is some information that makes reference to this approach, including review notes from a prescribing medical practitioner, there is no written consent to confirm that these arrangements are safe or appropriate.

Not all staff are recorded on the home's training timetable. As a result, the inspectors were unable to confirm that all staff receive training in child protection and safeguarding vulnerable young people. This raises the risk that not all staff are competent in child protection and safeguarding procedures and compromises the safety of the young people who live in the home. Training records are completed using a number of different formats. Training refresher dates are not recorded. This increases the risk that not all staff receive training and updates in line with guidance.

The effectiveness of leaders and managers: inadequate

The home is not effectively managed and monitoring systems are inadequate.

Leaders and managers admit young people to the home without any assessment of how staff will meet their needs. For one young person, this has meant living in the home for

18 months without any written evaluation of their needs being completed and scant information kept regarding their life in the home.

During the inspection, inspectors found that the registered manager had provided inconsistent information regarding a young person's care and accommodation arrangements. The registered manager subsequently confirmed that his initial explanation of the young person's care arrangements was inaccurate.

The home's website provides information that is incorrect and misleading. In particular, the website currently refers to an inspection judgement of 'good'. However, this was the home's inspection judgement in June 2016 and is out of date.

The home's published statement of purpose is three years out of date and is not an accurate reflection of the service. An updated statement of purpose provided to inspectors during the inspection is inaccurate in parts and does not provide all of the information required by regulation.

Internal monitoring processes fail to capture the views and opinions of young people, professionals, parents or staff. The registered manager's quality of care review is limited, with few action points or development plans identified. This limits any effective evaluation in relation to the quality of care that the home provides.

The home does not receive robust external scrutiny. An independent visitor conducts monthly visits to the home. Although the subsequent reports consider relevant aspects of care, they fail to identify areas for improvement in the home or highlight shortfalls.

Leaders and managers fail to maintain the home's admission and discharge book as required. Two young people admitted to the home have not been included in the book, despite living at the home for a considerable period of time. In addition, there is missing information concerning where young people previously lived or where they may have moved on to.

The registered manager has not received formal supervision this year. This has limited the level of professional support that he has received and fails to assist him to reflect on his own practice and the wider issues of running a children's home.

The home is fully staffed. Around 40% of the staff team members have obtained the required level 3 qualification, while all others are enrolled to undertake it. Staff spoken with said that they felt supported and that they liked working in the home.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their

families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'.

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: Evelyn Daniel

Inspector(s)

Victoria Jones, social care inspector

Kevin Whatley, regulatory inspection manager

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