

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

The registered manager has been registered since 2015.

Inspection date: 30 July 2018

This monitoring visit

The purpose of this monitoring visit was to check the actions taken by the provider to meet the two compliance notices dated 27 June 2018. These were issued to the home following the full inspection of the home on 6 and 7 June 2018. This is the first monitoring visit to check compliance with these notices.

The provider was required to address two compliance notices by 27 July 2018. These related to the items below:

Failure to comply with Regulation 36 of the Children's Homes (England) Regulations 2015 – include the information and documents listed in Schedule 3 in relation to each child:

- are kept up to date
- are signed and dated by the author of each entry.

Failure to comply with Regulation 37 of the Children's Homes (England) Regulations 2015 – other records with respect to children's homes:

- register of children.

This monitoring visit concluded that the provider has not met either of the compliance notices.

In order to monitor the registered provider's compliance with Regulation 36, the inspector sampled four children's files during the monitoring inspection. None of the children's files were compliant with Regulation 36. The inspector found key documents missing, out-of-date documents, alongside documents and reports not signed and dated by the author of each entry. The registered manager acknowledged the continued shortfalls in relation to Regulation 36.

In order to monitor the registered provider's compliance with Regulation 37, the inspector reviewed the home's admission and discharge book. The registered provider has created a new children's admission and discharge book, (the register of children). Every child has a separate entry. This register lists the 16 children admitted to the home over time. Some have since left the care of the home, and some remain in the home. However, of the 16 entries in the register, only two records were completed accurately. Staff have failed to record pre-placement addresses and/or post-placement addresses relating to 14 children. Therefore, the register of children still fails to contain all the required details for all the children who have lived in the home, and the children who are living in the home. The registered manager acknowledged the continued shortfalls in relation to Regulation 37.

Additional enquiries were made during the inspection in relation to a child's recent increasing number of missing from care episodes. Staff promptly and accurately record these incidents. Staff inform the placing authority and other relevant people regarding these missing incidents as required. On reviewing the records of incidents regarding this child, the inspector considers that some of the recorded incidents are serious. On occasion, physical restraint has been used and police have attended to assist staff to manage the child's behaviour; however, HMCI has not been informed as required. Therefore a further requirement has been set that HMCI is notified of serious events.

The registered manager said, 'We are methodically working through the requirements that were set.' This visit found that the kitchen environment is improved. Walls and surfaces are clean and the cracked kitchen floor tiles have been removed and replaced with a new laminate covering. The registered manager has recently purchased pictures that have created a more homely atmosphere in the communal areas of the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/06/2018	Full	Inadequate
01/03/2018	Interim	Improved effectiveness
24/10/2017	Full	Requires improvement to be good
08/03/2017	Interim	Sustained 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
* 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)) 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.	12/09/2018
* 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))	12/09/2018
Notification of a serious incident The registered person must notify HMCI and each other relevant person without delay if—	12/09/2018

a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;

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;

a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or

there is any other incident relating to a child which the registered person considers to be serious.
(Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))

*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: 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

Victoria Jones, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
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E: enquiries@ofsted.gov.uk
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