

SC064011

Registered provider: My Choice Children's Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and run by a private organisation. The home is registered to provide care for up to five children who may experience social and emotional difficulties. At the time of the inspection, five children were living in the home.

The manager registered with Ofsted on 19 April 2012.

Inspection dates: 18 and 19 November 2025

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **requires improvement to be good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 29 October 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/10/2024	Full	Good
08/11/2023	Full	Good
16/11/2022	Full	Good
08/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The children enjoy positive relationships with familiar staff. These relationships create a settled and consistent environment that enables the children to make progress. When staff from other homes or an agency are used, they are regular staff known to the children.

A strength of the organisation is the inclusive community events, which cultivate a sense of belonging. Children are encouraged to join in with a range of communal events, such as charity work to raise money for firefighters, who join the children to celebrate Christmas.

One child is keen to be more independent, which is being encouraged by slowly increasing the child's independence by moving them into a flat inside the home to give them more autonomy at a pace that is sensitive to their needs. Another child has learned the skills to be more independent by being encouraged to follow an independence programme.

Staff help the children to explore their identity in a safe and accepting way. Focused and informative discussions with children are used to explore relevant topics and guide children to make progress with their agreed plans.

Moves into and on from the home are well managed. Staff are sensitive to the children's individual needs and pace these moves to make them successful. One child was supported effectively by staff to move to a foster family.

Staff are nurturing with the children and know them well. The use of a counselling service enables children to access emotional support. This informs staff's practice and complements the trauma-informed practice training. However, on one occasion, a child's plan around responding to the child's wish regarding physical contact with staff was not transparent with the child. A senior manager has addressed this and staff now provide a more age-appropriate and transparent response.

Staff generally support the children to attend education. One child who is not attending school is helped to access online education. However, one child who was suspended from school was not engaged in meaningful activity during this period.

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

Managers take effective action when safeguarding concerns arise. Managers share concerns and work collaboratively with professionals to safeguard children. Any learning is shared with the staff team to inform practice.

Concerns about staff practice are well managed. Managers move staff to other homes while investigations are carried out. These arrangements are subject to risk assessments, which are agreed with professionals involved in the children's care and shared with other relevant managers in the organisation. Any reparation work is undertaken with children and followed up to ensure that relationships with children are repaired once investigations are concluded.

When children are missing from the home, there is an effective and well-coordinated response from staff. One child's risk of criminal exploitation and going missing from home has been significantly reduced. Managers have agreed realistic plans for the child, which prepares the child for when they move to more independent living. Staff have used an external specialist to help the child recognise risks and reduce their vulnerability. The child is proud of the progress they have made in this area and no longer needs this support.

Any physical interventions are well recorded and are reviewed by an experienced trainer who shares learning with the staff team. The trainer supports staff to discuss interventions with children using their model of care. Staff can use a range of effective strategies that help to de-escalate when a child is in distress.

Staff manage the relationships between children well. They continuously promote social skills to help develop positive time together. When conflicts arise, staff intervene effectively to enable children to have quality time together.

Maintenance has improved and responses are timelier. The home has been redecorated to improve the environment, which now looks more homely.

The effectiveness of leaders and managers: requires improvement to be good

The managers' oversight of the home is not consistently effective. The manager has a good understanding of the strengths and weaknesses of the home. However, their oversight of the children's plans and assessments is not effective. The children's plans are inconsistent and incorrect, and risk assessments are not individualised.

The manager has not met the requirements set at the last inspection. These have been restated following this inspection.

Monitoring practices are not used proportionately. Although one child's door alarm was reviewed as no longer being needed, it is still in place. The use of a door alarm for another child has not been reviewed, despite them being prepared for more independent living.

Consequences for children's behaviour are not always relevant or restorative. One child had a financial consequence that was not in line with the ethos of the home. Another child had their electronic devices removed, despite the child's behaviour not

being linked to its use. Planned restorative discussions between staff and the child did not take place. The manager has not identified this staff practice and sought to improve it.

Staff working in the home feel well supported by managers. Supervisions and appraisals of staff are now more regular, and there is evidence of constructive challenge to improve practice. Team meetings are more regular and any learning from practice is shared to develop the staff team.

Staff training is well maintained, and the training is managed and monitored centrally through the organisation. Staff value the training on offer and feel this complements and enhances their practice.

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 within the given timescales.

Requirement	Due date
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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1) (a)(b) (2)(h)) This requirement is restated.	31 January 2026
The registered person must ensure that— the privacy of children is appropriately protected; children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21(a)(b)(c)(i)(ii)(iii)(iv))	31 January 2026

This requirement is restated.	
The behaviour management and discipline standard is that no measure of control or discipline which is excessive, unreasonable or contrary to paragraph (2) may be used in relation to any child. The following measures may not be used to discipline any child— imposing a financial penalty, other than a requirement for the payment of a reasonable sum (which may be by instalments) by way of reparation. (Regulation 19 (1) (2)(f))	31 January 2026

Recommendations

- The registered person should ensure that staff provide a nurturing environment that is welcoming and supportive and provides age-appropriate boundaries in relation to the child's behaviour. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.7)
- The registered person should have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional. This would allow staff to reflect on their practice and the needs of the children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)

Information about this inspection

The inspector has looked closely at the experiences and progress of children and young people, 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: SC064011

Provision sub-type: Children's home

Registered provider: My Choice Children's Homes Limited

Registered provider address: Unit 3a Mill Green Business Estate, Mill Green Road, Haywards Heath, West Sussex RH16 1XQ

Responsible individual: Dawn Ives

Registered manager: Declan Lola

Inspector

Suzy Lemmy, Social Care Inspector

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