

Jamma Umoja

Inspection report for residential family centre

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Inspector	Alison Spreadbridge
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Responsible individual	Linda Daley
Date of last inspection	11 July 2006

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About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

The inspection judgements and what they mean

Outstanding:	this aspect of the provision is of exceptionally high quality
Good:	this aspect of the provision is strong
Satisfactory:	this aspect of the provision is sound
Inadequate:	this aspect of the provision is not good enough

Service information

Brief description of the service

Jamma Umoja is a Residential Family Centre offering assessment and treatment services for a maximum of nine families. The family centre is situated near to the centre of Bromley in a large converted Victorian building. The accommodation is provided over three floors and there is an annex located on the side of the main building that has a separate access via the rear garden. Some of the rooms provide accommodation for one parent and one child while others can provide accommodation for two parents and up to three children. The centre has systems and structures in place to monitor and evaluate the care provided. Referrals to the centre are largely received from the courts across the UK to enable a full assessment to be undertaken on parents and their parenting skills with their children under close observation and supervision.

Summary

The inspection of the service was carried out over two days. The inspectors had the opportunity to speak with the registered manager, responsible individual, parents and staff. The outcome of the inspection is satisfactory. The service is providing clear assessment for parents which assist the social workers and courts in their decision making.

The overall quality rating is satisfactory.

This is an overview of what the inspector found during the inspection.

Improvements since the last inspection

The house has recently been re-roofed and the front of the house is now being painted. Work was being carried out to extend the ground floor kitchen space.

Helping children to be healthy

The provision is satisfactory.

The primary health needs of the families in the placement are being adequately met. Access to appropriate, generic health care services is being provided to ensure the babies and children in the placement receive the service they need. Some of the policies and procedures within the organisation are in need of updating; these were identified with the registered manager during the inspection.

Protecting children from harm or neglect and helping them stay safe

The provision is satisfactory.

The families welfare is being protected by staff. However, the services policies on child protection is in need of updating. Families are aware of the complaints procedure and there are weekly residents' meetings, when they are encouraged to contribute. These meetings are being minuted. The families are made aware that the building has video cameras on the outside monitoring the external exits and they may be asked to use 'baby monitors' in their rooms as part of the ongoing monitoring of the families' welfare. A robust monitoring of all visitors to the building is observed. Historically, the service has made appropriate and timely notification to relevant external agencies in accordance with regulatory requirements, and during this visit the registered manager sought clarification and guidance as to the procedure under new Ofsted. Personnel files were randomly selected for inspection. They are securely held on the premises, with access granted only to senior staff. The contents of some of the personnel files are held at the

company's head office. A clear and thorough process of the vetting agency staff was described by the manager; however, such records were being held between the head office and the service and could not be verified. A requirement has been made to rectify this shortfall.

Helping children achieve well and enjoy what they do

The provision is not judged.

Not inspected on this occasion

Helping children make a positive contribution

The provision is good.

The service is specific and clear about the aims and objectives of each placement; these are communicated effectively to the families on admission. Wherever possible, an initial assessment and introductory visit are made to ensure the families move into and out of the home in a planned and sensitive manner. The style of service delivery encourages the families to be fully aware of the contents of their placement plans and regular consultation forums are held. Those in residence are clear about the house rules and the expectation of the service.

Achieving economic wellbeing

The provision is satisfactory.

Due to current and ongoing refurbishment and redecoration, the home was not in full use at the time of the visit. Some communal space was therefore unable to be used. However, those in residence understood why and that the schedule of work was due for a speedy completion. The registered manager said that the issue around the lack of communal space while the repairs were made was discussed with the service users at a residents meeting. However, there was no record of the discussions having taken place available for inspection. The need to record such discussions was discussed with the registered manager. More importantly, the absence of risk assessments for the building work was discussed; these had been completed by the second day of the inspection. Despite the room which is under repair, the amount of available communal space for the residents at full occupancy is deemed to be adequate. Concerns were expressed regarding the condition of one of the bathrooms and the state of the kitchen work surface which posed significant hygiene risks. Both areas were being rectified by the second day. Given the amount and nature of the current building works, it is recommended that on completion it is followed by a review of the home's inside decoration and furniture, to ensure the home continues to offer good quality accommodation.

Organisation

The organisation is good.

The management style currently being used is having a somewhat negative impact upon the service. The organisation is implementing significant changes, including staff redeployment, job evaluations and new contracts. Whilst this is judged to be necessary in terms of providing a more stable, long-term management and operational structure, it is clearly an unsettling time for the employees and the service users are clearly aware of the tensions between the management and the staff. The changes to the staff's conditions of employment must be resolved if the service is to go forward in a positive way, which will benefit both staff and service users. The staff team possess a good range of experience and qualifications, commensurate with the roles and responsibilities held. The registered manager is in the process of conducting a skills and training audit, which will subsequently be used for future training and development.

Evidence of collating this information was seen within the personnel files. This piece of work needs to be completed in order for the information to be used against the job evaluations and to ensure those in post have the necessary skills to carry out their roles. Not all of the staff members across the organisation have been receiving regular and ongoing supervision. Although much evidence seen supported good communication throughout the course of each day and a clear handover process, this does not replace the value and need for one to one formal supervision with a line manager. The registered manager is continuing to monitor records and practices on an ongoing basis supported by the responsible individuals monthly quality assurance visits. The organisation is considering the value of using an external consultant to undertake the monthly monitoring visits to ensure a completely independent view point is maintained.

What must be done to secure future improvement?

Statutory requirements

This section sets out the actions, which must be taken so that the registered person meets the Care Standards Act 2000, The Residential Family Centres Regulations 2002 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
11	ensure the child protection policy and procedures are reviewed and updated, to be followed with refresher training for the staff team	31 July 2007
15	ensure all of the personnel details of staff, as described under schedule 2 be held on the premises for the purpose of inspection	31 July 2007
22	ensure risk assessments are completed for all areas of the physical environment.	31 July 2007

Recommendations

To improve the quality and standards of care further the registered person should take account of the following recommendation(s):

- ensure that medication policies and procedures are revised, updated and endorsed by a health care professional
- consider the value of providing staff with specific emergency first aid training for children and babies
- ensure all relevant records are accurately completed and cross-referenced
- ensure that the relationship between management and staff is developed to meet the outcomes for service users
- ensure that all key policies and procedures are reviewed whenever necessary and updated
- ensure that on completion of the current building works the quality of the furniture, fittings and decor, meets the assessed needs of the service users
- ensure a timely resolution to job evaluations and training reviews in order for the new systems to become established
- implement regular and focused supervision for all staff members

- conduct a review of the management and monitoring systems across the organisation, to ensure the roles and responsibilities of senior staff and care are manageable
- ensure the fire training and drills are taking place and properly recorded.

Annex

Annex A

National Minimum Standards for residential family centre

Being healthy

The intended outcomes for these standards are:

- families have access to health care, education, employment and leisure activities which promote their good health and well being, including their mental health, in a safe environment (NMS 4)

Ofsted considers 4 the key standard to be inspected.

Staying safe

The intended outcomes for these standards are:

- parents and children enjoy a level of comfort and security within the centre based on mutual respect and an understanding of what may have an adverse effect on other residents (NMS 8)
- the privacy of parents and children is respected and information about them is handled with appropriate confidentiality (NMS 9)
- parents and children are able to complain if they are unhappy with any aspect of the centre; they are confident that any complaint will be taken seriously, investigated and addressed without delay and they will be kept informed of the progress (NMS 10)
- the welfare of children is promoted, children are protected from abuse, and an appropriate response is made to any allegation or suspicion of abuse (NMS 11)
- families are protected from abuse, neglect and self-harm (NMS 12)
- all significant events relating to the protection of children or vulnerable adults within the centre are notified by the registered person to the appropriate authorities (NMS 13)
- there is careful selection and vetting of all staff and anyone else resident on the premises (NMS 15)
- parents and children stay in accommodation that provides physical safety and security (NMS 22)

Ofsted considers 9, 10, 11, 12, 15 and 22 the key standards to be inspected.

Enjoying and achieving

The intended outcomes for these standards are:

Ofsted considers none of the above to be key standards to be inspected.

Making a positive contribution

The intended outcomes for these standards are:

- parents and children are admitted to and leave the centre in a planned and sensitive manner (NMS 2)
- children and their parents have their needs assessed and written plans outline how the assessment will be undertaken (NMS 3)
- parents and children using the centre feel well-informed and party to decisions made (NMS 6)
- parents and children enjoy sound relationships with staff based on honesty and mutual respect (NMS 7)

Ofsted considers 3 and 6 the key standards to be inspected.

Annex A

Achieving economic well-being

The intended outcomes for these standards are:

- parents and children live in pleasant, well designed and maintained surroundings providing sufficient space and adequate facilities to meet their needs (NMS 19)
- parents and children enjoy homely accommodation, which is decorated, furnished and maintained to a high standard, and provides adequate facilities for their use (NMS 20)
- shared spaces complement and supplement residents' private rooms (NMS 21)

Ofsted considers none of the above to be key standards to be inspected.

Organisation

The intended outcomes for these standards are:

- parents and children who use the centre know what they can expect, how they will be treated, how the centre operates, and have received this information in written form prior to admission (NMS 1)
- parents' progress is recorded to reflect their ability to care for the children in a safe manner, and promote their welfare (NMS 5)
- parents and children receive the care and services they need from competent staff (NMS 14)
- staff are: sufficient in number and experience; qualified to understand the needs of parents and children; able to respond appropriately when required (NMS 16)
- parents and children receive a service from staff who are themselves supported and guided in safeguarding and promoting the children's welfare (NMS 17)
- staff are trained and enabled to carry out the role to which they are appointed (NMS 18)
- parents and children enjoy the stability of an efficiently run service and purchasers have confidence that they are getting value for money (NMS 23)
- the service's work with parents and children is continually adapted in the light of information about how it is operating (NMS 24)
- there are adequate records of the staff and families using the service (NMS 25)

Ofsted considers 1, 14 and 24 the key standards to be inspected.