

# Care 2 Share

Inspection report for residential family centre

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<b>Inspector</b>	Jill Marriott
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<b>Date of last inspection</b>	1 November 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

Care 2 Share is a Residential Family Centre. It was registered with the Commission for Social Care Inspection in May 2006. The purpose of the project is to carry out assessments of families who are in need of further guidance and support to enable them to care for their children independently in the community. The centre occupies a large Victorian house situated in a residential area of Waltham Forest. The home is within walking distance of local shops, amenities and transport routes. The project is registered to accommodate four families. Each family has their own bedroom and two families share a kitchen and bathroom. There is a communal lounge with a small play area complete with a range of toys for the children resident. Families also have access to the communal laundry room which is available throughout every day. For the purpose of assessment, families are watched via CCTV cameras located throughout the home. Although the home is not fully disability accessible, there is a ramp leading to the house and an accessible toilet on the ground floor.

### Summary

This unannounced inspection took place over two days on 31/05/07 and the 05/06/07. The inspection took a total of ten hours to complete. The inspector examined staff and family files, policies and procedures, and the home's records. The inspector toured the building and met with families, members of staff, the manager and the proprietor. The inspector would like to thank everyone who participated in this inspection for their co operation.

The overall quality rating is good.

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

### Improvements since the last inspection

This Residential Family Centre has only been open since May 2006 and it was inspected in November 2006. At that inspection, 21 requirements (actions) and three recommendations were made. Information seen by the inspector on this visit shows that only two requirements have been repeated and one new requirement (action) has been identified. This centre has made major improvements since the last inspection. All areas inspected at this inspection show that good services are provided for families. The confidentiality policy, complaints policy and procedure and the procedures for the notification of significant events have all been improved and now meet the required standards. Requirements made with regard to keeping children safe and those related to the organisation are also met. Significant improvements have been made to the procedure for the recruitment of staff. Files showed that all Criminal Records Bureau (CRB) disclosures have been updated for staff, and all files include an enhanced CRB disclosure, relevant identity checks and references. It was clear from files seen and from discussion with families that they felt the service was supporting them to learn the appropriate skills to parent their children successfully.

### Helping children to be healthy

The provision is good.

Care 2 Share has an arrangement with the local doctors' surgery and health centre. Families resident can be registered on a temporary basis with the local GP if they live some distance from their own GP surgery. It is made clear to families that at the end of the placement they are able to return to their original surgery. The files tracked during the inspection include robust

placement plans which include appropriate information regarding the health needs of the children and families. Written permission from parents agreeing to staff administering medication when necessary was recorded. There is a section on the front sheet of all files which gives information regarding health professionals involved with the families. Medication is safely stored. The medication policy has been reviewed since the last inspection and appropriately reflects the procedures in place for the administration of prescribed medication and those bought over the counter. However concerns were raised with the manager with regard to medication records. On the day of inspection medication records were not all up to date. Records seen did not accurately show the amount of medication left after each administration and did not record why no medication had been given at specific times on specific days. The inspector was told that the medication referred to had been recorded by a member of staff who had since left the home. (See Action) One file seen included incorrect information about the name and address of the family GP. (See Standard 25.) Family files include a timetable where daily activities are recorded. Timetables include parenting groups, planned outings, shopping, budgeting and parent and toddler groups. Where appropriate visitors to families resident are welcomed into the home.

### **Protecting children from harm or neglect and helping them stay safe**

The provision is good.

There are appropriate arrangements in place to ensure that families enjoy a level of safety, comfort and security within the home based on mutual respect for staff and others resident. There is a privacy policy in place, which outlines residents' rights and what they can expect from the staff team working with them. The resident's handbook contains a range of information including dealing with complaints, the protection of children and families, mutual respect, working together and privacy issues. The home has a confidentiality policy, which includes relevant details regarding the use of CCTV in the home. Parents who spoke with the inspector confirmed that they have been treated with respect throughout their stay and are made aware of their care plans, the house rules and the residents guide to the home including the homes policies and procedures. Families said they feel able to discuss issues and would be comfortable making a complaint if necessary. The complaints procedure includes appropriate time scales for dealing with complaints and a section which highlights who will deal with each complaint, depending on the nature of the issue raised. The resident's handbook contains detailed information of who to contact if an independent person is required for support. The home has appropriate child and adult protection policies and procedures and staff who spoke to the inspector were familiar with the range of issues related to protection which can arise. There have been no protection issues in the home since the last inspection. The home has a policy and procedure in place for the reporting of accidents and incidents at the centre. There have been no incidents requiring notification since the last inspection. The manager is aware of the procedure to notify all relevant professionals under regulation 26(1) of the National Minimum Standards if an incident occurs. Staff files were examined by the inspector. These included relevant information. Each file contains two references (verified) evidence of identity, and an up to date enhanced CRB disclosure. The inspector toured the premises with the home's manager. The home was in good order. Records show that safety checks are carried out regularly each day. Fire safety posters and health and safety posters include relevant information. The home's health and safety documentation is up to date and current gas, electric and fire safety certificates were seen. The home has clear guidelines in relation to the behaviour of parents and children in the home and risk assessments are undertaken as appropriate. Parents who spoke to the inspector were very clear about the house rules, they understood that the consequence of unacceptable

behaviour could result in termination of placement. The home's visitors book is used appropriately to further ensure the safety of those resident.

### **Helping children achieve well and enjoy what they do**

The provision is not judged.

There are no standards related to this section for Residential Family Centres

### **Helping children make a positive contribution**

The provision is good.

From discussion with parents it was clear that the moving in process was planned and families move in with a clear understanding of the home and information regarding the reasons for the placement. Parents said that relevant information had been available throughout the referral and placement process. They said that their progress is discussed with them at least weekly and they have access to members of staff throughout their stay for help, advice and support. The inspector examined family files. These included a well written placement plan. Plans include issues regarding the assessment procedure and how parents and children will be supported through the process. The plans also include details of appropriate contacts and any contact restrictions. There is a section related to the objectives of placement and intended outcomes. Each plan seen was signed and dated by the key worker and parents. Plans are reviewed regularly and any decisions regarding changes are discussed with the family, their social worker and other relevant professionals involved. The inspector spoke with a local authority social worker visiting the home. The social worker confirmed that the home was providing a good placement with clear plans of the assessment process. Placement review reports are sent regularly to the local authority. Parents who spoke to the inspector said that they have received excellent support from the staff team during the time they have been at the centre. They said that observation of practice discussions can be difficult but staff handle these in a sensitive manner. They said they feel listened to and would raise issues regarding observations if they felt it necessary. Information recorded on files show that families are involved in the care planning process and their views are taken into account throughout their stay at the centre.

### **Achieving economic wellbeing**

The provision is good.

This family centre is registered to accommodate up to four families. It offers a range of appropriate communal and private space. Each family is provided with their own bedroom and share communal washing and cooking facilities with one other family. The home provides a nicely decorated and furnished communal lounge with a small play area for children. There are adequate laundry facilities available. During this unannounced inspection the home was clean and tidy throughout. Families told the inspector that a high standard of cleanliness is maintained at all times. For the purpose of assessment, families are watched via CCTV cameras located throughout the home. Families are advised of the use of the cameras during the referral process. Information is also recorded in the residents' handbook. This home is not adapted for disability. However there is ramp access and an accessible toilet on the ground floor.

### **Organisation**

The organisation is good.

The centre has an up to date statement of purpose, residents handbook and a children's guide. These include all relevant information as described in schedule 1 of the Residential Family

Centre Regulations. The documents provide useful information about the range of services provided by Care 2 Share. File records show that the home has a good recording system in place. All documents seen by the inspector at this inspection were signed by the appropriate people and dated. The recruitment procedure has been reviewed and ensures that all staff are recruited appropriately. The staff files seen on this visit showed two verified references, enhanced CRB disclosures, and documents to confirm the identity of staff recruited. Staffing levels were accurately recorded on the rota on the day of the inspection. The rota confirmed that there were enough staff on each shift during the inspection. Hours of work have been reviewed to ensure staff do not work excessive hours. Members of staff told the inspector that they were happy with their working arrangements. Staff files seen showed that staff have been supervised regularly since their recruitment and members of staff told the inspector that they had been given an induction at the beginning of their employment. The home has a six month probation period for each new member of staff. Evidence of the induction and the probation process was available on files seen. Evidence of training was seen on staff files. This year's available training includes child protection, first aid and family support training. Training certificates were seen on staff files. It was clear from evidence on files and discussion with members of staff that the management team encourage and support staff to undertake appropriate professional qualification training. Four members of staff have an NVQ qualification and one member of staff is completing the course this year other members of staff are qualified social workers. The inspector discussed the services provided by the centre with a visiting social worker who said that the services are appropriate for the family placed. Clear and comprehensive reports of placement are made available to the local authority at regular intervals. The inspector was told that social workers are kept informed of progress throughout the placement and any changes to the plan are discussed with them. This was confirmed by recordings seen on files. Quality assurance visits take place monthly (regulation 25 visits). These are carried out by a consultant appointed by the proprietor. Reports of visits were seen and these were comprehensive. At the time of this inspection the centre has been open for less than one year. The manager told the inspector that the service will be reviewed and developed on a yearly basis. The development plan will take into account the quality assurance feedback from the regulation 25 visits and from information received from families and placing authorities. One requirement has been made in relation to family records. Not all files include up-to-date information about the family GP. Each family file must include details of the name, address and telephone number of the registered GP being used during the placement.

## 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
4	Regulation 11(2) The Registered Person must ensure that all medication is recorded properly. Records must include the dosage and the amount of medication remaining following administration. If medication is not administered the reasons for this must be recorded.	30 June 2007

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25	Regulation 19 (1)(a) Schedule (3) The Registered Person must ensure that the name and address of the current family GP is clearly written at the front of the family file.	30 June 2007
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## Recommendations

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



## 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.**