

Crown House

Inspection report for residential family centre

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Inspector	Julian Mason
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Registered manager	
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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

Crown House is a modernised three storey Victorian detached property with its own car park and a small protected play space at the rear. All amenities are within five minutes walk of the assessment centre. Families referred to the centre complete a 12-week residential assessment process either directed by the courts or by a referring authority. Some of the referrals are for child protection concerns. A rigorous assessment process exists and clear plans of the intended work are agreed with referring agencies and social workers. The registered manager oversees the assessment process with court friendly reports being prepared by a practising childcare solicitor. The responsible individual is Sandra Reynolds who is also the registered manager and co-owner of the service.

Summary

This was an announced inspection that mainly concentrated on twelve key National Minimum Standards. Some non-key standards were also assessed. The inspection focused on areas related to the quality of care, parents and children's rights and protection and safety. The inspection also concentrated on how the home consulted with families and how staffing arrangements supported the operation of the centre. This inspection did not look at the admission or leaving processes for families, or how the home organises its general records. The inspection did not fully assess staff support or all of the environmental standards relating to the accommodation.

The overall quality rating is outstanding.

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

Improvements since the last inspection

At the last inspection the registered person was required to ensure that all new staff completed a new enhanced Criminal Records Bureau (CRB) applications. All new staff have completed CRB checks to ensure they are suitable to work with children and families. The centre was asked to consider gaining the written consent of parents so staff could act on their behalf in case of medical emergencies. Staff are now able to act in this way because the necessary consents have been gained.

Helping children to be healthy

The provision is good.

Children and families at Crown House are receiving a service that supports them to be healthy. The centre provides a good range of support and learning opportunities that benefit families and their children. Staff have a positive attitude towards the promotion of good health and wellbeing. The health needs of parents and children are known because the centre gains an appropriate range of information prior to their arrival. The centre also carries out a pre-admission assessment that includes information about specific health needs. Staff provide good support and guidance that helps families access community services without taking the responsibility away from parents. Crown House liaises with a range of health care professionals who in turn work in partnership with families at the centre. Parents are very positive about how the centre helps them look after their families' health. Parents feel enabled and supported because staff spend time helping them to learn and understand about how to improve their families' health. Where concerns about health and wellbeing are identified staff provide effective, timely guidance and support. Children's and parent's health and safety is promoted through the centre's policies

and procedures for the administration of medication. The storage arrangements for the current stock of medication is safe; designated storage is sited in the main office that can be locked. Families specific health needs are being met because administration records demonstrate that staff are following pharmacy and medication instructions in regard to individual needs.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

Families are clearly benefiting from a service that has an excellent focus on safeguarding and protection issues. The centre has a good range operational policies and procedures that are used to effectively promote the safety and welfare of children and parents. Families are actively encouraged to improve their awareness and understand about how to keep their children safe from harm and abuse. Parents confirmed that their privacy and confidentiality is respected by the staff team. Staff have an excellent grasp of their responsibilities regarding this area of practice. Information about families that is sensitive and confidential is stored appropriately and securely. Parents praised the way in which staff worked with them when discussing information of a confidential nature. Professionals outside the service also confirmed that parents have 'the opportunity to deal with very sensitive issues in confidence'. Parents are provided with information about how to make a complaint when they first arrive at the centre. Staff ensure that they deliver the information in a way that can be understood by parents. The centre is developing further written formats to account for a wider range of parents with specific learning needs. Parents expressed a view that staff listen to them if they have a concern about something. Managers and staff are responsive to concerns raised because they seek early resolutions that are consistent with the aims of the centre, parents and children's rights. The regulator has received no complaints about the setting since the last inspection. Families living at Crown House are protected from harm and abuse. Managers provide effective leadership to staff about their role and responsibilities regarding child protection issues. Families are provided with staff who are sensitive to their needs but who are also focused on issues of safeguarding and protection. The centre has clear systems and practices in place to ensure adults and children are supervised appropriately which is determined by an assessment of risk. A core part of the assessment process is to engage parents about concerns regarding their ability to protect their children. Staff undertake specific assessment work that can be challenging and difficult for parents. However, this work is also delivered alongside opportunities for parents to reflect and learn about how to keep their children safe. Parents' feedback confirmed some of the difficult work that they have undertaken, they reflected positively on some of the consequences and outcomes of the assessment process in this area. Crown House provides clear information to parents about expectations regarding behaviour and conduct within the centre. Staff receive training in behaviour management and conflict resolution, they provide effective guidance and support to those parents who need it. Crown House is a stable and safe place to live, when behaviour does become unacceptable, parents stated that staff are quick to respond and good at helping to resolve any difficulties. Children and families at Crown House are being protected by a recruitment and selection process that ensures all staff undergo appropriate background checks before starting work at the centre. This includes an enhanced Criminal Records Bureau (CRB) check for every staff member. All visitors to the home are monitored because they are required to provide evidence of their identity and to sign a visitor's book. The management of health and safety processes is good which helps to protect families from the risk of harm or injury. Equipment and installations are serviced as required. Regular fire safety tests are carried out including fire drills. Families are further protected by staff who are trained in fire safety. The centre has some information about potential hazards and managers are knowledgeable

about the centre's environment. However, written assessments do not reflect this knowledge comprehensively enough to identify all areas of potential risk.

Helping children achieve well and enjoy what they do

The provision is not judged.

No National Minimum Standards are allocated to this outcome.

Helping children make a positive contribution

The provision is outstanding.

Families are fully supported to make a positive contribution to their individual placement plans and the assessment process. Staff are very successful at engaging with parents and are focused on achieving the stated aims and objectives of individual assessment plans. The centre uses its own 'Residential Assessment Plan' (RAP) to detail care, support and programmes of work. The assessment process has a clear foundation in an approved and nationally recognised assessment framework for families. Close attention is paid to ensuring that the centre's records fully represent families' needs. Parents are involved in their care planning and have regular opportunities to discuss their needs with staff. Specific requirements in relation to diversity and equality needs are also incorporated into the overall plan of care. Families are benefiting from a coherent and systematic assessment process which is clearly designed to highlight progress, shortfalls and concerns. Five and 10 week assessment reports are good evidence, using a comprehensive range of detailed records that are produced as the assessment progresses. Staff are able to adapt and be flexible regarding the needs of individual families while maintaining a clear focus on the aims of the assessment process. The evaluation and analyses of work undertaken is excellent because it supports continuous development and improvement to the work undertaken. Crown House has a strong focus on the delivery of the work which aims to be consistent with the learning needs of individual family members. Staff who deliver this work demonstrate an insightful and flexible attitude in supporting families to develop their parenting skills and understanding of concerns regarding their ability to protect their children. Parents are given clear feedback about how their assessment is progressing which includes shortfalls relating to parenting capacity and engagement in the programme. Parents are also enabled and motivated to address poor parenting skills through education and learning opportunities. A number of families expressed confidence in the services they receive at Crown House, they highlighted the honest and transparent way in which the assessments are conducted. The staff team are committed to ensuring that all families have a voice about their stay at the centre. Families are able to participate in well-established consultation routines which include group meetings and individual sessions with their key worker. Parents' views and opinions are valued by staff and are clearly incorporated into the assessment and reporting processes.

Achieving economic wellbeing

The provision is good.

Families are provided with suitable and comfortable accommodation that meets their needs. Crown House is furnished to create a homely environment, it is decorated and maintained to a good standard. The centre has a rolling programme of renewing and replacing furniture, fixtures and fittings to ensure standards are maintained. A number of rooms and communal areas have been recently decorated and upgraded, with several bathrooms now having child-friendly murals on the walls. Bedrooms are suitably decorated and furnished which include

the necessary aids and adaptations to meet the needs of families. Children are provided with a good range of toys and books to suit various ages.

Organisation

The organisation is outstanding.

Crown House is effectively managed, which contributes to the centre having a positive impact on the assessment outcomes for families. Staff know and understand the stated aims and objectives of the service which are consistent with the Statement of Purpose. Crown House's staffing arrangements are clearly organised to support the effective management of the centre and to meet the needs of families. The centre's Statement of Purpose provides a good range of information about the service. The document has been recently reviewed to ensure it accurately reflects what the service does and the people who work there. The family guide is currently being updated to improve family access to information about the service. Managers provide clear and strong leadership to the staff team and families regarding the aims and objectives of the service. The centre is managed and staffed by a professional and confident team of people who are clear about their individual roles and responsibilities. Families are being assessed and supported by a suitably experienced team of staff who are receiving a range of training to help them do their work. Families who have been at Crown House say it is a good service. Also, feedback from professionals who have had contact with the centre state that the service has benefited families. Children and families are provided with good supervision and support because staff manage their time well and are deployed in a way that meets their needs. The staff rotas are flexible enough to meet the changing assessment needs and circumstances of parents. There are clear and accountable systems in place for staff to deputise in the absence of the registered manager. Good management systems are in place to share information between different shift teams. An effective on-call system exists for additional support if needed. Good processes are in place to monitor and audit the quality of the care being provided. Monthly monitoring reports are undertaken by the centre's manager. Managers take an active role in the evaluation of Crown House and the impact the centre is having on the assessment and care of children and families.

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
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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):

- maintain an up-to-date copy of the Local Safeguarding Children Board procedures of the local authority in which the home is situated, which must include the up-to-date contact details for significant people in that procedure (NMS 17)
- improve and review the centre's health and safety risk assessments relating to the environment (NMS 22)

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.