

Dudley Lodge

Inspection report for residential family centre

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Inspector	Christy Wannop
Type of Inspection	Key

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Registered manager	James Alan Evans
Responsible individual	Rennie Thomas Quinn
Date of last inspection	21 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

Dudley Lodge provides family assessments tailored to the presenting needs of each individual family. The Centre works with families where there are issues including domestic violence, mental health issues, drug and alcohol misuse and social isolation. It is particularly skilled in working with parents with a learning difficulty. Work involves daily observation and feedback, complemented by individual sessions, group work and video work. Dudley Lodge has strong links with the Health Visitor and Relate, the latter providing a range of services including individual and couple counselling, specialised domestic violence support, and staff training. The Centre has also secured the services of an additional two counsellors. The Centre is registered to accommodate up to 10 families this consists of six two-bedroom flats and four one-bedroom flats). One of the two-bedroom flats is adapted for use by a person with disabilities. There are a range of leisure and community resources within easy access of the premises, and activities and outings are regularly organised by the staff team and resident families to promote positive family experiences.

Summary

Residential Family Centres are inspected once every three years. Key standards were inspected at this visit. The inspection was unannounced and all key standards were inspected. Enjoying and achieving and achieving economic well-being were not inspected. Six families were resident at the time of the inspection. The inspector met all and spoke to four families about their experiences. Dudley Lodge has substantial strengths and has a sustained track record of delivering good performance and managing improvement. Dudley Lodge established that it provides an excellent service at last year's inspection, and continues to be an organisation that is focussed, self-critical and promotes and develops good practice. Families have respect and support from staff who are trained, skilled and sensitive. Children's needs are prioritised. The service is led by stable, respected and authoritative managers and leaders who promote clear vision and values. Families are confident that the service helps them and their children.

The overall quality rating is outstanding.

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

Improvements since the last inspection

Since the last inspection, staff with health and safety responsibilities have been trained in risk management processes. The quality of record keeping has strengthened. The décor and facilities in the flats for families have been improved, rooms painted, new blinds fitted, most radiators now have covers and the flats are generally better furnished, decorated and maintained. Two flats now have self-contained laundry facilities and improvements to the safety of children have been implemented, so that children cannot inadvertently lock themselves in toilets and can be rescued in an emergency. New quality assurance and operational manager roles have been created and appointments made from within the service. There are plans to change and improve the role and report of the provider in monthly visits.

Helping children to be healthy

The provision is good.

Families have health care, education, employment and leisure activities which promote their good health and well-being, including their mental health, in a safe environment. Children have

access to good healthcare and their individual needs are identified at an early stage and staff support parents in seeking out the services needed to address these. Health information and planning is good. Parents are encouraged to retain responsibility for their family's health. Staff have good training in and knowledge of child health and pass this on to parents. Staff ensure safe arrangements for receipt, storage, administration and disposal of medication, however, medication records do not show how often or in what circumstances occasional prescription medication (PRN) should be administered and this may lead to confusion about need for or frequency of dose. The placement plan contains sufficient information about the parents' individual interests and leisure activities that they enjoy and also about work or training commitments or opportunities. Staff encourage activities that provide family fun, including competitions and outings and parents activity and creativity groups. These help parents to develop confidence and enjoyment in doing similar things with children.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Staff understand and respect parents and children's privacy. Confidentiality is balanced appropriately with the need to protect children. All records are stored appropriately and securely. 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. Where parents had concerns about consistent messages from different staff, they were able to raise this with senior staff. A parent spoke of her confidence in the manager's honesty and helpfulness. Ofsted received a complaint which raised concerns in relation to the fitness of premises. Ofsted asked the provider to investigate the concerns and made a follow up visit in August 2007. From the evidence provided, Ofsted is satisfied that there is no evidence of a breach of Regulation 21 and the provider has met two recommendations made arising from the complaint and has improved training in health and safety and made locking toilets safe for children. The welfare of children is promoted, children are protected from abuse, and an appropriate response is made to any allegation or suspicion of abuse. There are clear agreed risk assessments in place for parents and children, and agreed placement plans with placing authorities. All allegations are fully recorded and reported to the appropriate agencies. Families are protected from abuse, neglect and self-harm and staff are aware of the vulnerability of many parents themselves and how this can impact on children's safety. Staff are trained and skilled in identifying and responding to risks to both children and vulnerable adults and work closely with placing social workers to ensure good outcomes for children. Parents spoke very positively of the group work that is offered, to mothers and fathers, about protection and about self-esteem. Individual counselling can also be offered and a parent spoke of how this had helped to reduce her anger and, therefore, improved her interactions with her child. There is careful vetting of all staff and anyone else on the premises. Recruitment is well organised and where agency staff are used, the Registered Manager ensures that agencies can confirm safe recruitment procedures. Parents and children stay in accommodation that provides physical safety and security. Staff have been trained in health and safety and make sure that parents can keep their children safe, discuss any safety issues parents raise and take prompt action to ensure safety in day to day practice. Each family has a risk assessment that determines the level of supervision in order to ensure safety. However, this does not specifically address the environmental risks in accommodation. Senior managers have identified health and safety documentation and coordination of risk management as an area for improvement. The organisation has invested in external consultants to advise on these matters and action to reduce risk is in development. The Registered Manager

promotes fire safety through regular checks, assessments and drills and the local Fire Safety Authority assessed the arrangements as satisfactory in Autumn 2007.

Helping children achieve well and enjoy what they do

The provision is not judged.

There are no national minimum standards for this outcome group.

Helping children make a positive contribution

The provision is outstanding.

Children and families have their needs individually assessed and excellent written plans outline how the assessment will be undertaken. Each family is clear about the objectives of the placement and has daily feedback about how they are progressing, explained thoroughly using understandable methods and communication in a format that they can understand. A parent commented that her team manager was 'spot on' with spoken feedback and wrote accurate reports. Another family spoke of the amount they had learnt from staff although they had been dreading staying there. There is a structured review process. Parents and children are actively encouraged to participate in review meetings, are assisted to put forward their views and receive full information on the outcomes. Families confirm they are fully consulted and are able to contribute to any review of the assessment of their parenting capacity. Families have easy access to an identified key worker who has a clarified role within the assessment process. Families said they feel supported by staff within the centre and are able to gain advice and guidance at any time. Staff are able to demonstrate that families are given sensitive and appropriate support during both planned and unplanned endings to placements at the centre and that they feel a personal and professional responsibility to the children to make sound judgements in their interests. Parents and children using the centre feel well informed and party to decisions made. Children are asked for their views and staff communicate creatively with children and adults to get their opinions using pictures, play and drawings, translated information and interpreters. A parent said that the manager would always 'sit down and listen' to them.

Achieving economic wellbeing

The provision is not judged.

There are no key standards for this outcome group.

Organisation

The organisation is outstanding.

Parents and children who use the centre know what they can expect, how they will be treated, how the centre operates, and have had this information in written form prior to admission. Information is available in each flat, this is gone through during the early days of placement and there is an accessible children's guide. The Registered Manager and the senior staff team are visible and approachable to parents and staff and they take active steps to make sure that they get direct feedback from parents as well as a range of staff. Parents and children receive the care and services they need from skilled and well-qualified staff. The number of staff on duty is enough to meet the needs of the parents and children and to support them in their assessments, activities, visits and appointments. Staff are highly focussed and display a high level of professionalism and commitment to children's needs. This is evident from their excellent observations, written reports, and creative input with families. A parent said that the staff were

prompt, responsive, accommodating and understanding. Managers demonstrate a proactive approach to working in partnership with a wide range of other key people to ensure continuous improvement of the service. Staff and parents feel that they are given quality leadership and excellent support and that their views are welcomed, valued and included. The service's work with parents and children is continually adapted in the light of information about how it is operating. The Manager has good systems to review the records and the provider monitoring visits are appropriately managed and take into account the experiences of parents, children and staff. A parent said that staff work well together and there is a good lead from the Registered Manager.

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):

- ensure that medication records show the purpose of medication and circumstances that would prompt a PRN (as needed) administration. National Minimum Standard 4
- create a written risk assessment of significant hazards that includes risk to health and safety apparent in the accommodation for children and families. National Minimum Standard 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.