



Making Social Care
Better for People

inspection report

Fostering Services

Moments

Moments Limited

Holme Lodge Farm

Pean Hill

Whitstable

Kent

CT5 3AY

7th March 2005

Commission for Social Care Inspection

Launched in April 2004, the Commission for Social Care Inspection (CSCI) is the single inspectorate for social care in England.

The Commission combines the work formerly done by the Social Services Inspectorate (SSI), the SSI/Audit Commission Joint Review Team and the National Care Standards Commission.

The role of CSCI is to:

- Promote improvement in social care
- Inspect all social care - for adults and children - in the public, private and voluntary sectors
- Publish annual reports to Parliament on the performance of social care and on the state of the social care market
- Inspect and assess 'Value for Money' of council social services
- Hold performance statistics on social care
- Publish the 'star ratings' for council social services
- Register and inspect services against national standards
- Host the Children's Rights Director role.

Inspection Methods & Findings

SECTION B of this report summarises key findings and evidence from this inspection. The following 4-point scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The 4-point scale ranges from:

- 4 - Standard Exceeded (Commendable)
- 3 - Standard Met (No Shortfalls)
- 2 - Standard Almost Met (Minor Shortfalls)
- 1 - Standard Not Met (Major Shortfalls)

'O' or blank in the 'Standard met?' box denotes standard not assessed on this occasion.

'9' in the 'Standard met?' box denotes standard not applicable.

'X' is used where a percentage value or numerical value is not applicable.

FOSTERING SERVICE INFORMATION

Local Authority Fostering Service?

NO

Name of Authority

Address

Local Authority Manager

Tel No:

Address

Fax No:

Email Address

Registered Fostering Agency (IFA)

YES

Name of Agency

Moments

Tel No

01227 479444

Address

Moments Limited, Holme Lodge Farm, Pean Hill,
Whitstable, Kent, CT5 3AY

Fax No

01227 479555

Email Address

Registered Number of IFA

H050000870

Name of Registered Provider

Moments

Name of Registered Manager (if applicable)

Mrs Veronica Norman

Date of first registration

24th March 2004

Date of latest registration certificate

24th March 2004

Registration Conditions Apply?

NO

Date of last inspection

2/10/03

Date of Inspection Visit		7th March 2005	ID Code
Time of Inspection Visit		09:30 am	
Name of Inspector	1	Alex Turner	099984
Name of Inspector	2	Not applicable	
Name of Inspector	3	Not applicable	
Name of Inspector	4	Not applicable	
Name of Lay Assessor (if applicable) Lay assessors are members of the public independent of the CSCI. They accompany inspectors on some inspections and bring a different perspective to the inspection process.		Not applicable	
Name of Specialist (e.g. Interpreter/Signer) (if applicable)		Not applicable	
Name of Establishment Representative at the time of inspection		Linda Croft	

Introduction to Report and Inspection

Inspection visits

Description of Fostering Service

Part A: Summary of Inspection Findings

Reports and Notifications to the Local Authority and Secretary of State

Implementation of Statutory Requirements from last Inspection

Statutory Requirements from this Inspection

Good Practice Recommendations from this Inspection

Part B: Inspection Methods & Findings

(National Minimum Standards For Fostering Services)

- 1. Statement of purpose**
- 2. Fitness to carry on or manage a fostering service**
- 3. Management of the fostering service**
- 4. Securing and promoting welfare**
- 5. Recruiting, checking, managing, supporting and training staff and foster carers**
- 6. Records**
- 7. Fitness of premises**
- 8. Financial requirements**
- 9. Fostering panels**
- 10. Short-term breaks**
- 11. Family and friend carers**

Part C: Lay Assessor's Summary (where applicable)

Part D: Provider's Response

D.1. Provider's comments

D.2. Action Plan

D.3. Provider's agreement

INTRODUCTION TO REPORT AND INSPECTION

Independent and local authority fostering services which fall within the jurisdiction of the Commission for Social Care Inspection (CSCI) are subject to inspection, to establish if the service is meeting the National Minimum Standards for Fostering Services and the requirements of the Care Standards Act 2000, the Fostering Services Regulations 2002 and the Children Act 1989 as amended.

This document summarises the inspection findings of the CSCI in respect of Moments. The inspection findings relate to the National Minimum Standards for Fostering Services published by the Secretary of State under sections 23 and 49 of the Care Standards Act 2000, for independent and local authority fostering services respectively.

The Fostering Services Regulations 2002 are secondary legislation, with which a service provider must comply. Service providers are expected to comply fully with the National Minimum Standards. The National Minimum standards will form the basis for judgements by the CSCI in relation to independent fostering agencies regarding registration, the imposition and variation of registration conditions and any enforcement action, and in relation to local authority fostering services regarding notices to the local authority and reports to the Secretary of State under section 47 of the Care Standards Act 2000. The report follows the format of the National Minimum Standards and the numbering shown in the report corresponds to that of the standards.

The report will show the following:

- Inspection methods used
- Key findings and evidence
- Overall ratings in relation to the standards
- Compliance with the Regulations
- Notifications to the Local Authority and Reports to the Secretary of State
- Required actions on the part of the provider
- Recommended good practice
- Summary of the findings
- Report of the Lay Assessor (where relevant)
- Providers response and proposed action plan to address findings

This report is a public document.

INSPECTION VISITS

Inspections will be undertaken in line with the agreed regulatory framework with additional visits as required. This is in accordance with the provisions of the Care Standards Act 2000. The following inspection methods have been used in the production of this report. The report represents the inspector's findings from the evidence found at the specified inspection dates.

BRIEF DESCRIPTION OF THE SERVICES PROVIDED.

Moments Ltd is an independent fostering agency based in Whitstable, Kent. Services that can be provided include long, short term and emergency placements, supervised contact and outreach for children not attending school.

PART A SUMMARY OF INSPECTION FINDINGS

Inspector's Summary

(This is an overview of the inspector's findings, which includes good practice, quality issues, areas to be addressed or developed and any other concerns.)

The inspection was announced and conducted over four consecutive days. Requirements and recommendations from the last inspection report have been met. A total of thirty out of thirty-two standards have been assessed (two standards were not applicable). Twenty-three standards have been rated as met; seven standards have been rated as almost met. Throughout the inspection process the social work, administrative and management staff of the fostering service were cooperative, open and receptive to the inspection process. Four foster homes were visited; the children, young people and foster carers who took part in the inspection are thanked for the valuable contribution they made.

Statement of Purpose (Standard 1)

The statement of purpose and children's guide includes useful information about the services offered in formats suitable for the intended audience.

Fitness to provide or manage a fostering service (Standards 2-3)

The people carrying on and managing the service are fit to do so.

Management of the fostering service (Standards 4-5)

The management of the agency was in a state of flux. Temporary arrangements are in place until a full time manager is appointed. The arrangements are satisfactory in the short term.

Securing and promoting welfare (Standards 6-14)

Diversity is recognised and taken into account in terms of recruitment, the matching process and placement support. The matching and placement process has been well thought out. Child protection procedures and practice were satisfactory. Commitment towards maintaining and promoting contact between children and young people and their families was clearly evidenced. Shortfalls were identified with regard to the arrangements made for children's education, the absence of safe care policies and the lack of robust action to address health and safety issues in foster carer's homes.

Recruiting, checking, managing, supporting and training staff and foster carers (Standards 15-23)

Recruitment procedures covered some of the checks prescribed by the regulations. Staff expressed satisfaction with employment practices. Foster carers were being assessed and approved in line with current guidelines. There are strategies utilised in practice for the management, support and training of carers.

Records (Standards 24-25)

Records were organised and legible. Records relating to children and young people were detailed and contained relevant information regarding history, background, services and care

provided. There was evidence of a good exchange of information between the service and foster carers. Administrative records were also well maintained.

Fitness of premises to be used as fostering service (Standards

The premises were suited to their designated function. Information and administrative systems were working well. Provision had been made for the secure retention of records.

Financial Requirements (Standards 27-29)

Records indicate the service is adequately resourced and financially viable. Accounting standards and practice informed practice. Payments to carers have been prompt and in accordance with service policy.

Fostering Panels (Standards 30)

The fostering panel has performed its duties in line with its function. The recruitment checks carried out in respect of panel members need to be brought in line with regulatory requirements.

Short-term breaks (Standards 31)

Not applicable at the time of this inspection

Reports and Notifications to the Local Authority and Secretary of State

(Local Authority Fostering Services Only)

The following statutory Reports or Notifications are to be made under the Care Standards Act as a result of the findings of this inspection:

Report to the Secretary of State under section 47(3) of the Care Standards Act 2000 that the Commission considers the Local Authority's fostering service satisfies the regulatory requirements:

NO

Notice to the Local Authority under section 47(5) of the Care Standards Act 2000 of failure(s) to satisfy regulatory requirements in their fostering service which are not substantial, and specifying the action the Commission considers the Authority should take to remedy the failure(s), informing the Secretary of State of that Notice:

NO

Report to the Secretary of State under section 47(4)(a) of the Care Standards Act of a failure by a Local Authority fostering service to satisfy regulatory requirements which is not considered substantial:

NO

Report to the Secretary of State under section 47(1) of the Care Standards Act 2000 of substantial failure to satisfy regulatory requirements by a Local Authority fostering service:

NO

The grounds for the above Report or Notice are:

Not applicable.

Implementation of Statutory Requirements from Last Inspection

Requirements from last Inspection visit fully actioned?

YES

If No please list below

STATUTORY REQUIREMENTS

Identified below are areas not addressed from the last inspection report which indicate a non-compliance with the Care Standards Act 2000 and Fostering Services Regulations 2002.

No.	Regulation	Standard	Required actions	

Action is being taken by the Commission for Social Care Inspection to monitor compliance with the above requirements.

COMPLIANCE WITH CONDITIONS OF REGISTRATION (IF APPLICABLE)

(Registered Independent Fostering Agencies only)

Providers and managers of registered independent fostering agencies must comply with statutory conditions of their registration. The conditions applying to this registration are listed below, with the inspector's assessment of compliance from the evidence at the time of this inspection.


Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Lead Inspector Alex Turner
Second Inspector _____
Regulation Manager Brian Wintle-Smith
Date 23.05.05.

Signature 
Signature _____
Signature _____

STATUTORY REQUIREMENTS IDENTIFIED DURING THIS INSPECTION

Action Plan: The appropriate Officer of the Local Authority or the Registered Person (as applicable) is requested to provide the Commission with an Action Plan, which indicates how requirements are to be addressed. This action plan will be made available on request to the Area Office.

STATUTORY REQUIREMENTS

Identified below are areas addressed in the main body of the report which indicate non-compliance with the Care Standards Act 2000, the Children Act 1989, the Fostering Services Regulations 2002, or the National Minimum Standards for Fostering Services. The Authority or Registered Person(s) is/are required to comply within the given time scales in order to comply with the Regulatory Requirements for fostering services.

No.	Regulation	Standard *	Requirement	
1	6 & 7	FS2	The registered person shall ensure that a suitably qualified and experienced person is appointed to the post of manager.	26/7/05
2	8	FS6	The registered person shall take action to shall ensure that foster homes and their immediate environment are free of avoidable hazards that might expose a child to risk of injury or harm.	26/05/04
3	20	FS15	The registered person shall ensure full and satisfactory information is available in relation to all employees in respect of each of the matters specified in paragraphs 1 to 6 of Schedule 1.	26/05/05
4	6	FS16	The registered provider shall appoint an individual to manage the fostering agency.	26/07/05

GOOD PRACTICE RECOMMENDATIONS FROM THIS INSPECTION

Identified below are areas addressed in the main body of the report which relate to the National Minimum Standards and are seen as good practice issues which should be considered for implementation by the Authority or Registered Person(s).

No.	Refer to Standard *	Recommendation Action
1	FS9	The registered person should ensure foster carers develop safe caring policies specific to their circumstances. The fostering service acting manager should also ensure the policies are cleared with placing social workers and are explained clearly and appropriately to the child or young person being placed.
2	FS13	The registered person should ensure there is agreement reached regarding the educational provision of a child and where necessary for additional funding prior to a placement being made.
3	FS15	The registered person should ensure all staff receives supervision on a regular basis.
3	FS30	The registered person should ensure written procedures cover decision-making when all members of the panel are not in agreement.

* Note: You may refer to the relevant standard in the remainder of the report by omitting the 2-letter prefix e.g. FS10 refers to Standard 10.

PART B**INSPECTION METHODS & FINDINGS**

The following inspection methods have been used in the production of this report

Number of Inspector days spent	4
Survey of placing authorities	YES
Foster carer survey	YES
Foster children survey	YES
Checks with other organisations and Individuals	NO
• Directors of Social services	NO
• Child protection officer	NO
• Specialist advisor (s)	NO
• Local Foster Care Association	NO
Tracking Individual welfare arrangements	YES
• Interview with children	YES
• Interview with foster carers	YES
• Interview with agency staff	YES
• Contact with parents	YES
• Contact with supervising social workers	YES
• Examination of files	YES
Individual interview with manager	YES
Information from provider	YES
Individual interviews with key staff	YES
Group discussion with staff	YES
Interview with panel chair	NO
Observation of foster carer training	NO
Observation of foster panel	NO
Inspection of policy/practice documents	YES
Inspection of records	YES
Interview with individual child	NO
Date of Inspection	7/03/05
Time of Inspection	09:30
Duration Of Inspection (hrs)	28.5

The following pages summarise the key findings and evidence from this inspection, together with the CSCI assessment of the extent to which the National Minimum Standards have been met. The following scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The scale ranges from:

- | | |
|-------------------------|--------------------|
| 4 - Standard Exceeded | (Commendable) |
| 3 - Standard Met | (No Shortfalls) |
| 2 - Standard Almost Met | (Minor Shortfalls) |
| 1 - Standard Not Met | (Major Shortfalls) |

"0" in the "Standard met?" box denotes standard not assessed on this occasion.

"9" in the "Standard met?" box denotes standard not applicable.

"X" is used where a percentage value or numerical value is not applicable.

Statement of Purpose

The intended outcome for the following standard is:

- There is clear statement of the aims and objectives of the fostering service and the fostering service ensures that they meet those aims and objectives.

Standard 1 (1.1 - 1.6)

There is a clear statement of the aims and objectives of the fostering service and of what facilities and services they provide.

Key Findings and Evidence

Standard met?

3

A statement of purpose and children's guide has been published providing relevant and clear details about the services that the agency aims to provide. The documents have been reviewed and updated since the last inspection. The children's guide has been produced in different formats taking into account the diverse backgrounds of children and young people placed. The children's guide is available for example in Albanian, Pushtu and Farsi; there is a Braille version available and there were plans to produce the guide on audiotape.

Fitness to Carry On or Manage a Fostering Service

The intended outcomes for the following set of standards are:

- The fostering service is provided and managed by those with the appropriate skills and experience to do so efficiently and effectively and by those who are suitable to work with children.

Standard 2 (2.1 - 2.4)

The people involved in carrying on and managing the fostering service possess the necessary business and management skills and financial expertise to manage the work efficiently and effectively and have the necessary knowledge and experience of childcare and fostering to do so in a professional manner.

Key Findings and Evidence	Standard met?
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	2
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The arrangements for the management of the agency at the time of this inspection were transitional pending the appointment and subsequent registration of a manager. The registered provider was taking a lead role in overseeing the day-to-day operation of the service supported by the principal social worker and finance secretary.

Standard 3 (3.1 - 3.4)

Any persons carrying on or managing the fostering service are suitable people to run a business concerned with safeguarding and promoting the welfare of children.

Key Findings and Evidence	Standard met?
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	3
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The suitability of the registered persons to run a business concerned with safeguarding and promoting the welfare of children was satisfactorily established in the registration process.

Management of the Fostering Service

The intended outcomes for the following set of standards are:

- The fostering service is managed ethically and efficiently, delivering a good quality foster care service and avoiding confusion and conflicts of role.

Standard 4 (4.1 – 4.5)

There are clear procedures for monitoring and controlling the activities of the fostering service and ensuring quality performance.

Key Findings and Evidence

Standard met?

3

Procedures for monitoring and controlling the activities of the service were evidenced and discussed. The procedures that have been followed since the last inspection enable an overview of the day-to-day operation of the service. The process is developing now towards bringing about improvements to the service and reporting on the developments and findings consequent to the exercise.

Number of statutory notifications made to CSCI in last 12 months:

7

Death of a child placed with foster parents.

0

Referral to Secretary of State of a person working for the service as unsuitable to work with children.

0

Serious illness or accident of a child.

X

Outbreak of serious infectious disease at a foster home.

X

Actual or suspected involvement of a child in prostitution.

X

Serious incident relating to a foster child involving calling the police to a foster home.

X

Serious complaint about a foster parent.

X

Initiation of child protection enquiry involving a child.

2

Number of complaints made to CSCI about the agency in the past 12 months:

0

Number of the above complaints which were substantiated:

X

Standard 5 (5.1 - 5.4)

The fostering service is managed effectively and efficiently.

Key Findings and Evidence

Standard met?

3

As referred to in standard two the management arrangements of the agency are in a transitional phase pending the appointment and subsequent registration of a suitably qualified and experienced person to the post. In the interim arrangements have been made drawing on the combined skills, knowledge and experience of existing personnel. The registered provider demonstrated a high degree of input, awareness and influence on the day-to-day operation of the service.

Securing and Promoting Welfare

The intended outcome for the following set of standards is:

- The fostering service promotes and safeguards the child/young person's physical, mental and emotional welfare.

Standard 6 (6.1 - 6.9)

The fostering service makes available foster carers who provide a safe, healthy and nurturing environment.

Key Findings and Evidence

Standard met?

2

Four foster homes were visited during this inspection. These were seen to be warm, adequately furnished, and maintained to a good standard of cleanliness and hygiene. All the homes visited provided single bedrooms to each child placed. Some though not all of the bedrooms were decorated and personalised according to individual preferences. Evidence obtained from annual reviews confirmed that homes are inspected annually and subject to health and safety checks. Training on health and safety is provided however it was apparent in one of the homes visited there were health and safety risks that needed to be addressed. Guidelines are provided regarding carers health and safety responsibilities. All of the carers visited understood that they might be interviewed or visited as part of the Commission's inspection process.

Standard 7 (7.1 - 7.7)

The fostering service ensures that children and young people, and their families, are provided with foster care services which value diversity and promote equality.

Key Findings and Evidence

Standard met?

3

The agency had policy and guidance with regard to equality issues that promoted recognition of the individual needs of each child. From meetings with staff, carers and children it was evident the agency acts to address the ethnic, cultural and religious needs of the children placed. Discussions with children verified that they were able to develop and pursue their talents, interests and hobbies.

Standard 8 (8.1 - 8.7) Local authority fostering services, and voluntary agencies placing children in their own right, ensure that each child or young person placed in foster care is carefully matched with a carer capable of meeting her/his assessed needs. For agencies providing foster carers to local authorities, those agencies ensure that they offer carers only if they represent appropriate matches for a child for whom a local authority is seeking a carer.		
Key Findings and Evidence	Standard met?	3
Written evidence illustrating the matching process was readily available. The records indicated that the process incorporates information sharing and collaboration between the placing authority, the agency, and foster carers. Introductory meetings have been arranged between children and foster carers when circumstances have allowed. The referrals and placement manager is supported by efficient and hard working administrative support. There was demonstrable commitment to ongoingly refine and develop the systems in place.		

Standard 9 (9.1 - 9.8) The fostering service protects each child or young person from all forms of abuse, neglect, exploitation and deprivation.		
Key Findings and Evidence	Standard met?	2
Evidence obtained from documentation and discussions with staff and foster carers confirmed that staff and foster carers have undertaken training in protecting children from harm and promoting children's safety and welfare. The agency should consider updating this training at yearly intervals. A recommendation has been made to develop with foster carers safe caring policies specific to each foster home and to take into account any relevant information pertaining to each child or young person placed. Foster carer agreements contain reference to the unacceptability of corporal punishment. Management systems to collate and evaluate information regarding the circumstances, number and outcome of all allegations of neglect or abuse of a child in foster care were in place and of a high standard.		
Percentage of foster children placed who report never or hardly ever being bullied:	X	%

Standard 10 (10.1 - 10.9) The fostering service makes sure that each child or young person in foster care is encouraged to maintain and develop family contacts and friendships as set out in her/his care plan and/or foster placement agreement.		
Key Findings and Evidence	Standard met?	3
Discussions with staff, carers and young people indicated that the agency has a commitment to maintain and develop contact between children and their families. Questionnaires and discussion with carers and children indicate that contact is promoted through a variety of means including letters, phone calls, contact venues, and arrangements to provide supervised contact and help with transport. Proximity to siblings has been considered in the matching process. Documentation from children's and foster carers reviews indicates that the views of the child or young person are sought in relation to contact arrangements. Arrangements for supervising contact were well documented in the foster placement agreement.		

Standard 11 (11.1 - 11.5)

The fostering service ensures that children's opinions, and those of their families and others significant to the child, are sought over all issues that are likely to affect their daily life and their future.

Key Findings and Evidence

Standard met?

3

Paperwork indicated that the opinions of children, their families and others significant to them are routinely ascertained in the childcare review process. Documentation relating to foster carers annual reviews indicate that the views of children and placing social workers are sought and taken into account as part of this process. It was explained and evidenced in records that on a day-to-day basis there is contact between the agency, placing authorities and children placed creating another means for views and opinions to be shared. Carers spoken with gave examples of listening to children's views and advocating on their behalf. Children demonstrated an understanding and knowledge of who and how they would make a complaint to should they wish/need to do so.

Standard 12 (12.1 - 12.8)

The fostering service ensures that it provides foster care services which help each child or young person in foster care to receive health care which meets her/his needs for physical, emotional and social development, together with information and training appropriate to her/his age and understanding to enable informed participation in decisions about her/his health needs.

Key Findings and Evidence**Standard met?**

3

Evidence was found in children's files of appropriate services being provided for children i.e. GP, dentist and optician. The agency has taken action to obtain from the placing authorities information about children's health and medical status. Foster carers commented that the agency has passed on information of this nature to them and acted on their requests to obtain more information where it has been deemed to be lacking. The matching process takes into account the health and medical needs of children when a placement is being considered. A format to record the health and development of children on placement has been developed. There is an expectation put upon foster carers by the agency to maintain these records as and when necessary during the course of a child's placement with them.

Standard 13 (13.1 - 13.8)

The fostering service gives a high priority to meeting the educational needs of each child or young person in foster care and ensures that she/he is encouraged to attain her/his full potential.

Key Findings and Evidence**Standard met?**

2

Speaking with foster carers and staff it transpired that securing mainstream educational provision was an area where difficulties had been encountered. Placements have been made prior to educational provision being arranged resulting on occasions with protracted periods of non-school attendance by some children of a school age. Measures were being taken to compensate for example arrangements being made for private tutors and support for carers in the way of daytime activities being arranged however it was acknowledged that this is not entirely satisfactory. The recommendation is made to ensure there is agreement reached regarding the educational provision of a child and where necessary for additional funding prior to a placement being made.

Standard 14 (14.1 - 14.5)

The fostering service ensures that their foster care services help to develop skills, competence and knowledge necessary for adult living.

Key Findings and Evidence**Standard met?**

3

Examples of young people being encouraged and supported in developing independent living skills were evidenced during the inspection. The agency has developed task-centered programmes, which foster carers, and young people can work through to ensure important areas of independent living skills are considered and where deemed necessary developed further. Examples given by young people where the support provided had been useful included developing skills in budgeting and financial management; basic housekeeping, cooking and self care skills.

Recruiting, Checking, Managing, Supporting and Training Staff and Foster Carers

The intended outcome for the following set of standards is:

- The people who work in or for the fostering service are suitable to work with children and young people and they are managed, trained and supported in such a way as to ensure the best possible outcomes for children in foster care. The number of staff and carers and their range of qualifications and experience are sufficient to achieve the purposes and functions of the organisation.

Standard 15 (15.1 - 15.8)

Any people working in or for the fostering service are suitable people to work with children and young people and to safeguard and promote their welfare.

Key Findings and Evidence

Standard met?

2

Staff recruitment policy and procedures are in place. Recruitment records were inspected including those of panel members and an independent social worker. The procedures and practice must be reviewed with reference to the regulations. Only qualified social workers undertake the assessment of prospective foster carers. Supervision of support workers without a social work qualification has been patchy for some and should be more closely monitored.

Total number of staff of the agency:

10

Number of staff who have left the agency in the past 12 months:

2

Standard 16 (16.1 - 16.16)

Staff are organised and managed in a way that delivers an efficient and effective foster care service.

Key Findings and Evidence

Standard met?

2

The management of the agency was undergoing change at the time of this inspection. On a day-to-day basis the registered provider, supported by the principle social worker and the financial secretary manage were managing the service. This arrangement was functional though clearly a temporary measure. Arrangements are being made to appoint a full time manager. Staff said the workload was manageable. Administrative and clerical support was well organised and responsive to the needs of the service.

Standard 17 (17.1 - 17.7)		
The fostering service has an adequate number of sufficiently experienced and qualified staff and recruits a range of carers to meet the needs of children and young people for whom it aims to provide a service.		
Key Findings and Evidence	Standard met?	3
The registered provider has taken the decision to employ a second qualified social worker. The range of carers is being added to with further recruitment. The recruitment strategy takes into account and seeks to increase the diversity of its group of approved foster carers. There is a clear assessment process for carers prior to the approval.		

Standard 18 (18.1 - 18.7)		
The fostering service is a fair and competent employer, with sound employment practices and good support for its staff and carers.		
Key Findings and Evidence	Standard met?	3
Supervision and support is available to staff and foster carers. Arrangements to provide out of hours support have been made. Health and safety matters have been addressed in the written policies, procedures and guidance available to staff and foster carers.		

Standard 19 (19.1 - 19.7)		
There is a good quality training programme to enhance individual skills and to keep staff up-to-date with professional and legal developments.		
Key Findings and Evidence	Standard met?	3
Records demonstrated that opportunities for training had been provided and taken up. The records highlighted potential for greater panel involvement in reviewing the training and development needs of carers in relation to their approval status and tasks undertaken. The manager's self-assessment identifies the need to improve the process of reviewing the ongoing training programme for foster carers and staff. It was confirmed that joint training involving carers and staff was not infrequent. Staff training has been addressed in the process of supervision and appraisal.		

Standard 20 (20.1 - 20.5)		
All staff are properly accountable and supported.		
Key Findings and Evidence	Standard met?	3
Lines of accountability were established and roles defined. A process of supervision and appraisal was in place. There was good communication within the team. Team meetings are regular and attended by all.		

Standard 21 (21.1 - 21.6)		
The fostering service has a clear strategy for working with and supporting carers.		
Key Findings and Evidence	Standard met?	3
Support for foster carers includes respite care, encouraging self-help groups, training and development, and all of the other areas specified by this standard. The written strategy in the form of policies / guidelines to staff summarise key elements. Annual review reports are prepared and are available to the Fostering Panel.		

Standard 22 (22.1 - 22.10)		
The fostering service is a managed one that provides supervision for foster carers and helps them to develop their skills.		
Key Findings and Evidence	Standard met?	3
Supervision of foster carers has been taking place regularly. The arrangements have recently been reviewed to ensure foster carers receive monthly supervision from a qualified social worker. The recording of supervision meetings has incorporated recommendations made in the last report. Foster carers are provided with a handbook containing policies and guidance applicable to the fostering task including the processes for dealing with complaints and allegations.		

Standard 23 (23.1 - 23.9)

The fostering service ensures that foster carers are trained in the skills required to provide high quality care and meet the needs of each child/young person placed in their care.

Key Findings and Evidence

Standard met?

3

The agency has written training policies, informing practices that incorporate the elements of this standard. Foster carers have individual training programmes that are reviewed at least annually. The annual review form details training attended and provides the foster carer the opportunity to say how useful training has been and to set training objectives for the future. Whilst training attended is covered in the review, more can be done to link training with placements made and needs presenting.

Records

The intended outcome for the following set of standards is:

- All appropriate records are kept and are accessible in relation to the fostering services and the individual foster carers and foster children.

Standard 24 (24.1 - 24.8)

The fostering service ensures that an up-to-date, comprehensive case record is maintained for each child or young person in foster care which details the nature and quality of care provided and contributes to an understanding of her/his life events. Relevant information from the case records is made available to the child and to anyone involved in her/his care.

Key Findings and Evidence	Standard met?	3
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Children files were well organised and comprehensive. Placement plans developed by the agency complimented those provided by the placing authority. Carers have said that they were kept well informed by the agency on all matters concerning the fostering task and placements made. Foster carers showed awareness of the purpose of record keeping. There was understanding concerning the principles and practice of respecting and maintaining confidentiality balanced with the need for legitimate information sharing. Training on record keeping has been provided.

Standard 25 (25.1 - 25.13)

The fostering service's administrative records contain all significant information relevant to the running of the foster care service and as required by regulations.

Key Findings and Evidence**Standard met?**

3

Administrative records were inspected including the foster carers register, the children's register, staff files, and the records of accidents, complaints and allegations. On the whole the records were satisfactory. Information relating to staff should be crosschecked with regulatory requirements (see text to standard 15 requirement no 3).

Number of current foster placements supported by the agency:

21

Number of placements made by the agency in the last 12 months:

X

Number of placements made by the agency which ended in the past 12 months:

X

Number of new foster carers approved during the last 12 months:

X

Number of foster carers who left the agency during the last 12 months:

X

Current weekly payments to foster parents: Minimum £

350

Maximum £

525

Fitness of Premises for use as Fostering Service

The intended outcome for the following standard is:

- The premises used as offices by the fostering service are suitable for the purpose.

Standard 26 (26.1 - 26.5)

Premises used as offices by the fostering service are appropriate for the purpose.

Key Findings and Evidence

Standard met?

3

The premises were suitable for the purposes of the fostering service. The office is accessible to staff during normal office hours. Administrative systems, including IT and communication systems were functioning well. There are facilities for the secure retention of records in a lockable room. Measures are taken to safeguard IT systems and prevent access to the premises by unauthorised persons.

Financial Requirements

The intended outcome for the following set of standards is:

- The agency fostering services are financially viable and appropriate and timely payments are made to foster carers.

Standard 27 (27.1 - 27.3)

The agency ensures it is financially viable at all times and has sufficient financial resources to fulfil its obligations.

Key Findings and Evidence

Standard met?

3

Budget sheets for the year ending February 2005 indicate the agency has sufficient financial resources to fulfil its obligations. It was confirmed by financial secretary that regulations and guidelines imposed upon businesses are conformed with. Procedures that may be followed in situations of financial crisis were discussed. These have been incorporated in the policies and procedures of the agency.

Standard 28 (28.1 - 28.7)

The financial processes/systems of the agency are properly operated and maintained in accordance with sound and appropriate accounting standards and practice.

Key Findings and Evidence

Standard met?

3

The financial processes and practice of the agency has been in line with this standard. The principles, standards and procedures relating to finance are clearly documented.

Standard 29 (29.1 - 29.2)

Each foster carer receives an allowance and agreed expenses, which cover the full cost of caring for each child or young person placed with him or her. Payments are made promptly and at the agreed time. Allowances and fees are reviewed annually.

Key Findings and Evidence

Standard met?

3

Foster carers have confirmed that allowances and fees have been paid promptly at the agreed rate. Allowances and fees are reviewed each year. It was confirmed information about fees and allowances is distributed to the relevant parties.

Fostering Panels

The intended outcome for the following set of standards is:

- **Fostering panels are organised efficiently and effectively so as to ensure that good quality decisions are made about the approval of foster carers, in line with the overriding objective to promote and safeguard the welfare of children in foster care.**

Standard 30 (30.1 - 30.9)

Fostering panels have clear written policies and procedures, which are implemented in practice, about the handling of their functions.

Key Findings and Evidence	Standard met?	2
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The inspector was unable to meet with the chair of the panel or attend a panel meeting. There are written procedures informing the operation of the panel. The procedures did not at the time of the inspection cover decision-making when all members of the panel are not in agreement. The requirements regarding the suitability of foster panel members, including recruitment checks to be undertaken should be tightened up (see text to standard 15 and requirement no.2). Membership of the panel includes a GP, a teacher, a solicitor and a foster carer. A panel questionnaire has been developed to assist in the quality assurance function in relation to the assessment process. Minutes of panel meetings indicate the functions of the panel have been carried out appropriately.

Short-Term Breaks

The intended outcome for the following set of standards is:

- When foster care is provided as a short-term break for a child, the arrangement recognises that the parents remain the main carers for the child.

Standard 31 (31.1 - 31.2)

Where a fostering service provides short-term breaks for children in foster care, they have policies and procedures, implemented in practice, to meet the particular needs of children receiving short-term breaks.

Key Findings and Evidence	Standard met?
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Not applicable at this inspection.

Family and Friends as Carers

The intended outcome for the following set of standards is:

- Local authority fostering services' policies and procedures for assessing, approving, supporting and training foster carers recognise the particular contribution that can be made by and the particular needs of family and friends as carers.

Standard 32 (32.1 - 32.4)

These standards are all relevant to carers who are family and friends of the child, but there is recognition of the particular relationship and position of family and friend carers.

Key Findings and Evidence	Standard met?
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Not applicable at this inspection	
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PART C

LAY ASSESSOR'S SUMMARY

(where applicable)

Lay Assessor _____ **Signature** _____
Date _____

D.1 Registered Person's or Responsible Local Authority Manager's comments/confirmation relating to the content and accuracy of the report for the above inspection.

We would welcome comments on the content of this report relating to the Inspection conducted on 7th – 10th March 2005 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

Action taken by the CSCI in response to the provider's comments:

Amendments to the report were necessary	<input type="checkbox"/> YES
Comments were received from the provider	<input type="checkbox"/> YES
Provider comments/factual amendments were incorporated into the final inspection report	<input type="checkbox"/> YES
Provider comments are available on file at the Area Office but have not been incorporated into the final inspection report. The inspector believes the report to be factually accurate	<input type="checkbox"/>

Note:

In instances where there is a major difference of view between the Inspector and the Registered Provider responsible Local Authority fostering service Manager both views will be made available on request to the Area Office.

D.2 Please provide the Commission with a written Action Plan by 23rd June 2005, which indicates how statutory requirements and recommendations are to be addressed and stating a clear timescale for completion. This will be kept on file and made available on request.

Status of the Provider's Action Plan at time of publication of the final inspection report:

Action plan was required	<input type="checkbox"/> YES
Action plan was received at the point of publication	<input type="checkbox"/> YES
Action plan covers all the statutory requirements in a timely fashion	<input type="checkbox"/>
Action plan did not cover all the statutory requirements and required further discussion	<input type="checkbox"/>
Provider has declined to provide an action plan	<input type="checkbox"/>
Other: <enter details here>	<input type="checkbox"/>

Public reports

It should be noted that all CSCI inspection reports are public documents. Reports on children's homes are only obtainable on personal application to CSCI offices.

D.3 PROVIDER'S AGREEMENT

Registered Person's or responsible Local Authority Manager's statement of agreement/comments: Please complete the relevant section that applies.

D.3.1 I, Linda Croft of Moments Fostering Limited, confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) and that I agree with the statutory requirements made and will seek to comply with these.

Print Name	<u>Linda Croft</u>
Signature	<u>L Croft</u>
Designation	<u>Director</u>
Date	<u>07.06.05.</u>

Or

D.3.2 I, _____ of Moments Fostering Limited, am unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) for the following reasons:

Print Name	_____
Signature	_____
Designation	_____
Date	_____

Note: In instance where there is a profound difference of view between the Inspector and the Registered Provider both views will be reported. Please attach any extra pages, as applicable.

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