



Making Social Care  
Better for People

# inspection report

## FOSTERING SERVICE

### **Wellcare Fostering Services Limited**

**433 Cranbrook Road  
Ilford  
Essex  
IG1 4UW**

*Lead Inspector*  
Elizabeth Brunton

*Key Announced Inspection*  
15<sup>th</sup>, 19<sup>th</sup> & 21st March 2007 10:00 am

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this establishment are those for *Fostering Services*. They can be found at [www.dh.gov.uk](http://www.dh.gov.uk) or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)

*Every Child Matters*, outlined the government's vision for children's services and formed the basis of the Children Act 2004. It provides a framework for inspection so that children's services should be judged on their contribution to the outcomes considered essential to wellbeing in childhood and later life. Those outcomes are:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a contribution; and
- Achieving economic wellbeing.

In response, the Commission for Social Care Inspection has re-ordered the national minimum standards for children's services under the five outcomes, for reporting purposes. A further section has been created under 'Management' to cover those issues that will potentially impact on all the outcomes above.

Copies of *Every Child Matters* and *The Children Act 2004* are available from The Stationery Office as above

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# SERVICE INFORMATION

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<b>Name of registered provider(s)/company (if applicable)</b>	Wellcare Fostering Services Limited
<b>Name of registered manager (if applicable)</b>	Mrs Sheba Tabani-Shaikh
<b>Type of registration</b>	Fostering Agencies

# SERVICE INFORMATION

## Conditions of registration:

**Date of last inspection**      12th September 2005

## Brief Description of the Service:

Wellcare Fostering Services was registered as an independent fostering agency in October 2004. The company has a number of directors and the registered responsible individual is Mr Niaz Mohammed. The agency's main aim is to recruit, supervise and support foster carers in meeting the needs of looked after children, placed by local authorities. The agency operates from office accommodation at Gants Hill in the London Borough of Redbridge.

The current manager was recruited by the agency in June 2006 and is currently applying for registration with CSCI. The agency also employs a part-time administrator. During the past year, the assessment of prospective foster carers has been undertaken by the responsible individual and freelance social workers. The support and supervision of foster carers has mainly been undertaken by the manager and the responsible individual.

At the time of the inspection, there were eleven registered foster carers and four young people in placement. The agency's placement charge to local authorities is currently £665 a week

# SUMMARY

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

The inspection was announced and undertaken by one inspector over three days. It was a proportionate inspection, so some areas where the service was performing well at the last inspection, were not looked at again on this occasion. Visits were made to the two foster homes where young people were in placement and three young people were spoken to. Their placing social workers and an additional foster carer were also spoken to. Discussions were held with the manager, responsible individual/social worker, one of the directors/providers of the company and the panel chair.

Records were looked at, including staff recruitment files, foster carers' and children's records. Questionnaires were sent to young people, placing social workers and foster carers before the inspection took place and three completed questionnaires were received from foster carers.

## **What the service does well:**

The agency had four young people in placement in two foster homes. They were well-matched and young people and their social workers were pleased with the placements. Young people were being supported well in their education, health care and in their contact with family and friends. Foster carers were also doing well at meeting young people's racial and cultural needs and were supporting them in following their religions. The necessary checks were in place for foster carers and there had been no allegations or complaints.

Foster carers were being well supported and supervised and training was being made available. The fostering panel was functioning well under a capable chair. The directors and providers of the agency were committed to providing a good service to young people. They were aware that changes were needed in some areas and had plans for improvement.

## **What has improved since the last inspection?**

The agency had continued to develop its support, supervision and training of foster carers and the membership and functioning of its panel.

## **What they could do better:**

All staff and panel members need to be properly recruited, with all the necessary checks carried out. Assessments and reviews of foster carers should be more thorough and the views of young people, foster carers and placing social workers should contribute to reviews. Management and quality assurance systems are needed to ensure that all areas of the agency's work are of a high standard. Placements should be made within foster carers' terms of approval work and young people should have their own beds and sufficient bedroom space and facilities.

Please contact the provider for advice of actions taken in response to this inspection.

The report of this inspection is available from [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk) or by contacting your local CSCI office. The summary of this inspection report can be made available in other formats on request.

# DETAILS OF INSPECTOR FINDINGS

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# Being Healthy

**The intended outcome for this Standard is:**

- The fostering service promotes the health and development of children. (NMS 12)

**The Commission considers Standard 12 the key standard to be inspected.**

**JUDGEMENT – we looked at the outcome for Standard:**

12

Quality in this outcome area is adequate. This judgement has been made using available evidence including a visit to this service.

Foster carers were caring well for young people's health though additional information and medical consents were needed from placing authorities.

## **EVIDENCE:**

Those foster carers seen were ensuring that young people received the necessary health care. This was confirmed by young people and placing social workers spoken to. Young people had been promptly registered with local GPs and were attending dental, optician and other necessary health care appointments.

Health care information had been provided by the placing authority for one young person in placement but there was no information about the other young people's health histories or needs and this should be sought from the placing authority. There were also no signed consents to emergency treatment for any of the young people in placement. (*see requirements 4 & 5*)

Some guidance to foster carers on health care was included in the foster carers' handbook but this should be expanded to include health promotion, healthy living and health care education. Foster carers should also be provided with post-approval training in health care and first aid. (*see recommendation 8*)

# Staying Safe

**The intended outcomes for these Standards are:**

- Any persons carrying on or managing the service are suitable. (NMS 3)
- The fostering service provides suitable foster carers. (NMS 6)
- The service matches children to carers appropriately. (NMS 8)
- The fostering service protects each child or young person from abuse and neglect. (NMS 9)
- The people who work in or for the fostering service are suitable to work with children and young people. (NMS 15)
- Fostering panels are organised efficiently and effectively. (NMS 30)

**The Commission considers Standards 3, 6, 8, 9, 15 and 30 the key standards to be inspected.**

**JUDGEMENT – we looked at outcomes for the following Standard(s):**

3, 6, 8, 9, 15, 30

Quality in this outcome area is adequate. This judgement has been made using available evidence including a visit to this service.

Young people currently in placement were well matched with suitable foster carers. However, the recruitment of staff and assessment of prospective foster carers had not been thorough enough to fully ensure the safeguarding of young people.

The well-chaired and constituted panel was now providing effective gate-keeping but the recruitment process for panel members needed further attention.

## **EVIDENCE:**

### **Standard 3**

The registered provider was a qualified and experienced social worker. References had been taken up, the necessary checks made and the provider was interviewed by the CSCI, as part of the registration process and was considered fit. His CRB check was seen to be up-to-date.

The last registered manager left the agency's employment in late 2005. The registered provider had then managed the agency for six months before the current manager was appointed in June 2006. The manager had previously been recruited as a member of the agency's panel and there was little evidence that an additional formal recruitment process had taken place before he was appointed as the manager. A CRB check was in place but not all the information listed under schedule 1 to the regulations had been obtained or all the necessary checks made. The manager had applied to the CSCI for registration. (*see requirement 1*)

## **Standard 6**

Young people spoken to were pleased with their placements and said that they received good care. This was confirmed by placing social workers. One young person said of her foster carer "*she treats us like her own children*". Foster carers spoken to were enthusiastic, thoughtful and committed and showed good understanding of young people's needs.

The two foster homes seen were generally comfortable and sufficiently spacious but sleeping arrangements were unsatisfactory. Two brothers had been sharing a bed for three months, in a bedroom with very little additional floor space. The foster carer said she was now planning to purchase bunk beds. In the second foster home, the young person was occupying a very small room, with no proper storage facilities for clothing or other possessions. It was of concern that the agency did not appear to be aware of these bedroom arrangements. (*see requirement 2*)

Records showed that health and safety checks of foster carers' homes had been carried out as part of their original assessments but had not been repeated annually. Information about health and safety was included in the foster carers' handbook. (*see recommendation 3*)

## **Standard 8**

Those young people currently in placement appeared to have been well matched. The young people spoken to confirmed this and placing social workers were also pleased with the matches. Attention had been paid to placing young people with foster carers who shared their racial and cultural backgrounds, religion and language. In one foster home, the three young people had been placed with a foster carer who spoke their first language Swahili and in the other foster home, the foster carers shared the young person's Muslim religion.

There was evidence that the agency had tried to get as much information as possible about young people from placing authorities, in order to assist with matching and referrals and proposed matchings had been well documented. However, it was of concern that young people had been placed and placements

had been considered with relatively inexperienced foster carers outside their terms of approval and without any formal exemption process. Records also showed that placements had been considered with a foster carer whose continued approval had been deferred by the panel, pending further work on her annual review. *(see requirement 3)*

The manager said that the agency arranged placement planning/agreement meetings for all new placements. Notes from this meeting were seen on file for one of the current placements. The manager said that a meeting had also been held for the agency's second current placement but there was no record on file. *(see recommendation 6)*

## **Standard 9**

There had been no reported child protection incidents since the last inspection and social workers spoken to considered that young people were safe in their placements. Child protection and safe caring were included in foster carers' pre-approval training and further training had also been provided. Child protection policy and procedure was in place and information included in the foster carers' handbook. Safe caring guidelines needed to be drawn up for each foster home, based on written policy. *(see recommendation 7)*

Those foster carers seen appeared to be responding to young people's behaviour thoughtfully and appropriately. One placing social worker was pleased with the way foster carers had established firm boundaries with one young person, with positive results. The agency's staff had supported the foster carers well over this and partly through direct contact with the young person concerned. Information about behaviour management was included in the foster carers' handbook and training had been provided. One young person had reported being bullied at school and this had been well dealt with by the foster carer, supported by the agency.

## **Standard 15**

The suitability and recruitment checks in place for the manager have already been mentioned under a previous standard. The agency also employed a competent administrator. However, it did not seem that a proper recruitment process had been followed prior to her appointment. The required references were not in place and there was no evidence that the administrator had been interviewed. As previously mentioned, the registered provider had been carrying out form F assessments. Though he was a qualified and experienced social worker in children and family work, he had no previous experience in fostering work or in the assessment of prospective foster carers and had undertaken no training in this area.

Freelance social workers had been recruited to undertake some recent form F assessments of prospective foster carers and reviews and recruitment records for two of these staff were inspected. However, neither social worker had listed children and family social work or family placement work as part of their previous work experience or provided evidence of their competency to undertake form F assessments or foster carer reviews. There was also no evidence of qualifications, all required references having been taken up or of interviews with these staff. One reference was sent to the CSCI for one of these staff after the inspection had been completed. It confirmed that this person had undertaken form F assessments for the organisation which provided the reference. CRB checks from previous employees were on file, one of which was more than three years old. However, there was no evidence that the CRB's guidance on the portability of checks had been followed. The recruitment of staff to undertake form F assessments without the necessary experience and training and the inadequacy of the agency's recruitment process and pre-employment checks could place young people at risk and must be addressed without delay. *(see requirements 6 & 7 and recommendation 10)*

Recent assessments of prospective foster carers had been undertaken by the registered person and freelance social workers mentioned above. Those seen were of a variable standard. As pointed out by the panel, in some assessments, all significant areas had not been explored, there was little social work assessment and analysis and the competencies had not been addressed. The panel had rightly deferred making a decision on one assessment on two consecutive occasions. Notifications of panel approval were seen on some foster carers' files but not on all. Those notifications seen did not include the date of approval and needed to be signed by the agency's decision maker, rather than the administrator. *(see requirements 8 & 9)*

Those records inspected showed that all foster carers who currently had or were being considered for placements had up-to-date CRB, medical and other checks. However, there was no indication on file of who, if anyone, was acting as support/back-up carers and whether they had been CRB checked. The sister of one foster carer spoken to was said to be acting as support carer but this information was not on the foster carer's file and there was no CRB check. One foster carer had recently left the agency in order to register with another fostering service but their approval had not been officially terminated. *(see requirement 10 and recommendation 11)*

## **Standard 30**

A meeting of the agency's fostering panel was not observed as part of this inspection. This was a proportionate inspection and the panel was properly constituted and operating well at the last inspection. However, minutes of and papers submitted to two recent panel meetings were seen and the chair spoken to.

The agency had recently appointed a new panel chair and records showed that she was experienced, well qualified and independent. Panel membership was in line with the regulations and diverse in terms of experience, racial background and gender. Medical advice was said to be available but panel access to legal advice was needed. *(see recommendation 19)*

Minutes of the two most recent panel meetings held in August and November 2006 showed that these meetings had been quorate, cases had been discussed and pertinent issues raised. (Prospective) foster carers had attended panel when their form F assessments were considered but not their reviews. Minutes showed that, at the August 2006 panel, gaps in form F assessments had rightly been pointed out. However, all but one of the cases were nevertheless approved. The new chair took a more robust approach at the November 2006 panel and rightly deferred decision making on two of the cases presented, pending further work. The chair had fed back to the directors of the agency regarding the quality of form F assessments and reviews presented. There was currently no designated decision maker for the agency and one of the providers/directors needed to take on this role. Panel meetings had been minuted but not in sufficient detail. *(see recommendations 20 & 21)*

Records showed that the August panel had approved foster carers subject to certain outstanding matters being completed, such as CRB checks. It would be a safer process, in term of safeguarding, if cases were presented to panel when all enquiries and checks had been completed. Alternatively, the decision maker could take responsibility for ensuring that any outstanding checks/enquiries had been satisfactorily completed before notifying foster carers of their approval. There also needed to be greater clarity as to the date of approval of such foster carers. *(see recommendation 22)*

Up-to-date CRB checks were seen on file for all but one panel member. However, these were from previous employers and there was no evidence that the CRB's guidance on the portability of checks had been followed. Panel members had signed contracts/agreements relating to panel membership and confidentiality undertakings. However, few references were in place and proof of identity of panel members, documentary evidence of qualifications and interview were missing. There also needed to be a definitive list of current panel members. *(see requirements 18 & 19 and recommendation 10)*

# Enjoying and Achieving

**The intended outcomes for these Standards are:**

- The fostering service values diversity. (NMS 7)
- The fostering service promotes educational achievement. (NMS 13)
- When foster care is provided as a short-term break for a child, the arrangements recognise that the parents remain the main carers for the child. (NMS 31)

**The Commission considers Standards 7, 13 and 31 the key standards to be inspected.**

**JUDGEMENT – we looked at outcomes for the following standard(s):**

7, 13, 31

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service.

Young people's diversity needs were being well met by foster carers though this needed to be more fully explored in reviews. Foster carers were promoting educational achievement, with good support from the agency.

## **EVIDENCE:**

### **Standard 7**

Foster carers of diverse racial and cultural backgrounds had been recruited to work for the agency. The directors and staff of the fostering agency were aware of the importance of these issues, which were considered in the matching of young people with foster carers. As previously mentioned, the agency had done well in matching three young people with a foster carer who spoke their first language, Swahili. The young people were very pleased about this and also confirmed that the foster carer had supported them in following their religion, which was different from hers. Agency staff had assisted in this. Another young person had been well matched with foster carers who shared his religion and they were understanding of his wish for limited religious involvement at present.

Prospective foster carers' understanding of and attitude towards diversity had been explored in those form F assessments seen. However, records showed that the work of foster carers in this area had not always been adequately explored/recorded in reviews. In one review seen, the social worker had written of the foster carers *"they had placements of young people of dual heritage and of African descent and did not have any problems"*.

It is suggested that foster carers are provided with training on working with diversity and that information is included in their handbook. (see *recommendations 4 & 5*)

### **Standard 13**

Foster carers were giving good support to young people in their education and this was confirmed by young people and placing social workers spoken to. One foster carer had supported a young person in remaining at the (distant) school of his choice. Foster carers and agency staff had liaised closely with schools and a placing social worker commented on how effective this had been for one young person. Not all foster carers were making a computer available for older young people to use for school- work and the provider was aware of the need to address this. (see *recommendation 9*)

### **Standard 31**

The agency was not currently providing respite care placements to young people living with their birth families.



# Making a Positive Contribution

**The intended outcomes for these Standards are:**

- The fostering service promotes contact arrangements for the child or young person. (NMS 10)
- The fostering service promotes consultation.(NMS 11)

**The Commission considers Standards 10 and 11 the key standards to be inspected.**

**JUDGEMENT – we looked at outcomes for the following standard(s):**

10, 11

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service.

Foster carers were giving good support to young people over contact with their families and young people were being listened to and consulted.

## **EVIDENCE:**

### **Standard 10**

Young people confirmed that foster carers understood their attachment to and concerns about their birth families, who remained in their countries of origin. Foster carers were sympathetic to young people's need for contact with their families and supported them well in this, as confirmed by placing social workers. Directors said that the agency had facilities to provide supervision of contact, if required. It is suggested that foster carers are provided with training on contact and that information is included in their handbook. (*see recommendation 5*)

### **Standard 11**

Young people spoken to said that their foster carers '*always*' listened to them and asked them their views. Records showed that supervising social workers regularly spoke with young people placed with foster carers and sought their views. However, young people's views were not currently sought as part of foster carers' reviews and a way of doing this should be developed.

This is referred to under a later standard and a recommendation made. Staff said that young people were given written information on how to make a complaint.

# Achieving Economic Wellbeing

**The intended outcomes for these Standards are:**

- The fostering service prepares young people for adulthood.(NMS 14)
- The fostering service pays carers an allowance and agreed expenses as specified.(NMS 29)

**JUDGEMENT – we looked at outcomes for the following standard(s):**

29

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service.

Foster carers and young people were well provided for financially.

## **EVIDENCE:**

Allowances paid to foster carers were above the minimum rates recommended by the Fostering Network and foster carers were satisfied with them. Written information about allowances and young people's entitlements was provided for foster carers. Staff had worked well with one foster carer and young person in agreeing a contract around money and the young person's entitlements. Some concern was expressed about cheque payments to foster carers arriving late and the director responsible for finance agreed to look into this and the foster carer's request for BACs payment to be set up. Foster carers said they were saving for young people.

# Management

**The intended outcomes for these Standards are:**

- There is a clear statement of the aims and objectives of the fostering service and the fostering service ensures that they meet those aims and objectives.(NMS 1)
- The fostering service is managed by those with the appropriate skills and experience. (NMS 2)
- The fostering service is monitored and controlled as specified. (NMS 4)
- The fostering service is managed effectively and efficiently.(NMS 5)
- Staff are organised and managed effectively.(NMS 16)
- The fostering service has an adequate number of sufficiently experienced and qualified staff.(NMS 17)
- The fostering service is a fair and competent employer.(NMS 18)
- There is a good quality training programme. (NMS 19)
- All staff are properly accountable and supported.(NMS 20)
- The fostering service has a clear strategy for working with and supporting carers.(NMS 21)
- Foster carers are provided with supervision and support.(NMS 22)
- Foster carers are appropriately trained.(NMS 23)
- Case records for children are comprehensive.(NMS 24)
- The administrative records are maintained as required.(NMS 25)
- The premises used as offices by the fostering service are suitable for the purpose.(NMS 26)
- The fostering service is financially viable. (NMS 27)
- The fostering service has robust financial processes. (NMS 28)
- Local Authority fostering services recognise the contribution made by family and friends as carers.(NMS 32)

**The Commission considers Standards 1, 16, 17, 21, 24, 25 and 32 the key standards to be inspected.**

**JUDGEMENT – we looked at outcomes for the following standard(s):**

1, 16, 17, 21, 23, 24, 25

Quality in this outcome area is adequate. This judgement has been made using available evidence including a visit to this service.

The management and quality assurance of some areas of the agency's work needed to be more robust and staff should have the necessary experience and/or training for the work. Foster carers were well supervised and supported, training was provided but reviews needed to be more thorough. Some further work was needed on case records, the statement of purpose and the children's guide.

## **EVIDENCE:**

### **Standard 1**

There was a statement of purpose which set out the agency's aims and objectives and the services provided. However, it did not include all of the items listed under this standard. There was also a children's guide but it did not provide young people with enough information and its presentation and language were not child-friendly. (*see recommendations 1 & 2*)

### **Standard 16**

There had been some recent changes in the management of the agency, as previously mentioned. The current manager was appointed in June 2000 and worked full time for the agency. The registered provider was currently undertaking much of the assessment, supervision and review of foster carers, so the manager was in the position of having to manage the provider. The manager was a qualified social worker, with experience in children and family work but not in fostering or family placement work. He had a management qualification.

As previously mentioned, the assessment and review of foster carers and the recruitment of staff was not sufficiently thorough. The management and quality assurance of these areas of the agency's work was not sufficiently robust. The manager and registered provider (in his social work role) were said to discuss the work but there was no evidence of formal supervision of either the registered provider in his social work role or of freelance social workers, who had recently undertaken work for the agency during the past year. The manager also did not have access to any professional consultation and there was no evidence of any auditing of files. (*see requirements 11 & 12 and recommendation 12*)

It should be mentioned that, in discussion, the registered provider and other directors/providers of the agency demonstrated their commitment to providing a good service, their awareness of some of its current shortfalls and their plans for improvement.

## **Standard 17**

Freelance social work staff had been employed to supplement the permanent staffing of a full time manager and the registered provider, working as a social worker. However, the provider had limited availability. With the current small number of young people in placement, the supervision and support of foster carers had been adequately provided by the manager and the registered provide. However, other areas of work had been less thorough, as mentioned above. The registered provider said that the agency was currently trying to recruit a social worker as a permanent member of staff and this will be a positive move.

The manager and registered provider both had extensive experience in children and family work but the freelance social workers recently employed did not appear to have this. None of these staff had previous experience in fostering or other family placement work and they did not appear to have undertaken the relevant training.

## **Standard 21**

Records showed and foster carers confirmed that the manager or the registered provider in his social work capacity had visited regularly and made frequent contact with them. Foster carers described the staff as *“very professional”* and *“very helpful”*. Placing social workers were pleased that supervising social workers had regular contact with young people in placement, had given good support over education issues and had facilitated a contract between one young person and his foster carers around money and other issues. However, as previously mentioned, it was of concern that supervising social workers appeared to have been unaware of young people’s inadequate bedroom arrangements in foster homes.

Out-of-hours support to foster carers was provided through a 24 hour phone service and foster carers said they had found this helpful. A support group had been established which met regularly. Meetings included some training input and foster carers said they found them instructive and useful. Signed foster care agreements were seen on file, though these needed to include foster carers’ terms of approval. Foster carers had also been provided with handbooks which included a range of information but some additional information was needed, as indicated under other standards. Records showed that the necessary insurance cover had been provided for foster carers. (*see requirement 13*)

Annual reviews of foster carers had been carried out but those seen had all been 2 – 5 months late. First reviews had been considered by the agency's panel. However, reviews seen did not examine foster carers' work with young people or the care provided in sufficient depth and this was also commented on by the panel. Signed copies of reviews were not available and reviews did not include details of foster carers' placements during the previous year. Some reviews recommended extension to foster carers' terms of approval but without supporting evidence. These recommendations had rightly been rejected by the panel. Reviews also did not include feedback from foster carers, young people or placing social workers. Finally, there was no evidence on file that foster carers had been provided with written notice of their continued approval following reviews. *(see requirements 14, 15 & 16 and recommendations 13 & 14)*

### **Standard 23**

Prospective foster carers had attended preparation training prior to approval and records showed that most foster carers had since attended further training in key areas. Training records were maintained for foster carers and there had been positive feedback on the courses so far provided. Inevitably, a small number of foster carers had been reluctant to undertake training. It is suggested that firmer training plans are made at annual reviews and that the wording of this section of the review is amended, so as to give the message that everyone needs ongoing training and that this is not a sign of weakness. The agency had a training plan but no dates had been set for further training. Recommendations have been made under some previous standards that dates should now be set for some areas of further training. *(see recommendation 15)*

### **Standard 24**

Case files were maintained by the agency for young people in placement and these were securely stored. However, not all LAC forms and other basic information about young people had been obtained from placing agencies and persistence was needed over this. Foster carers were recording dates of appointments and describing particularly significant events. However, one foster carer had made only one record since the beginning of the year, in addition to noting appointments and financial transactions. Comprehensive records maintained by another foster carer were seen on file. Foster carers should be expected to maintain a separate and comprehensive record of all young people's placements and should be provided with training on this. *(see recommendations 16 & 17)*

### **Standard 25**

Case records had been maintained for foster carers and these were securely stored. Signed copies of form F assessments and reviews, written notices following reviews and records of supervisory visits to foster carers needed to be retained on foster carers' case files. A record of placements made with each foster carer, in line with reg. 30(3)(a) was also needed.  
*(see requirement 17 and recommendation 18)*



# SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Fostering Services have been met and uses the following scale.

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

"X" in the standard met box denotes standard not assessed on this occasion

"N/A" in the standard met box denotes standard not applicable

BEING HEALTHY	
<i>Standard No</i>	<i>Score</i>
12	2

STAYING SAFE	
<i>Standard No</i>	<i>Score</i>
3	2
6	2
8	2
9	3
15	1
30	2

ENJOYING AND ACHIEVING	
<i>Standard No</i>	<i>Score</i>
7	3
13	3
31	X

MAKING A POSITIVE CONTRIBUTION	
<i>Standard No</i>	<i>Score</i>
10	3
11	3

ACHIEVING ECONOMIC WELLBEING	
<i>Standard No</i>	<i>Score</i>
14	X
29	3

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
1	2
2	X
4	X
5	X
16	2
17	2
18	X
19	X
20	X
21	2
22	X
23	3
24	2
25	2
26	X
27	X
28	X
32	X

No

Are there any outstanding requirements from the last inspection?

## STATUTORY REQUIREMENTS

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Fostering Services Regulations 2002 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action
1	FS3	20	The manager must be properly recruited and all information listed under schedule 1 to the regulations obtained.	01/06/07
2	FS6	11	Young people must be provided with adequate sleeping arrangements and storage facilities.	01/05/07
3	FS8	34(1)	Placements must be consistent with foster carers' terms of approval. If exemptions are to be made, there must be a robust process for doing this.	01/05/07
4	FS12	34(3)	Foster carers must be provided with information about young people's health and health care needs by placing authorities.	01/05/07
5	FS12	34(3)	Foster carers must be provided with signed consents to young people's emergency medical treatment and copies retained by the agency.	01/05/07
6	FS15	20	All staff must be properly recruited and all information listed under schedule 1 to the regulations obtained.	01/05/07
7	FS15	19	Staff recruited to work for the agency must be suitably trained and experienced.	01/05/07

8	FS15	27	Assessments of the suitability of prospective foster carers must be sufficiently detailed and thorough.	01/06/07
9	FS15	28(5)	Foster carers must be sent written notice of their approval. This should include the date of approval and be signed by the panel chair/agency's decision maker.	01/06/07
10	FS15	29(11)	Foster carers must give notice if they no longer wish to foster for the agency and their approval must be officially terminated.	01/06/07
11	FS16	42(1)	Those matters listed under schedule 7 to the regulations must be monitored by the registered manager or the provider.	01/06/07
12	FS16	21(4)	Staff must receive appropriate supervision.	01/05/07
13	FS21	28(5)	Foster care agreements must include all items listed under schedule 5 to the regulations, including the terms of foster carers' approval.	01/07/07
14	FS21	29(2)	The approval of foster carers must be reviewed at intervals of not more than a year.	01/06/07
15	FS21	29(3)	When undertaking reviews, the agency must seek and take into account the views of foster carers, young people in placement and placing authorities.	01/06/07
16	FS21	29(6)	Written notice must be given to foster carers of the outcome of their annual reviews.	01/06/07
17	FS25	30(3)	A record must be maintained of all placements made with each foster carer, including all the information listed under this regulation.	01/07/07
18	FS30	24	The names, roles and dates of appointment of the current members of the fostering panel must be clearly recorded.	01/07/07

19	FS30	20	All information listed under schedule 1 to the regulations must be obtained for prospective members of the agency's fostering panel.	01/06/07
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## RECOMMENDATIONS

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

No.	Refer to Standard	Good Practice Recommendations
1	FS1	The agency's statement of purpose should include all the information listed under this standard.
2	FS1	The children's guide should be more informative and child-friendly in it's presentation and language.
3	FS6	Health and safety checks of foster carers' homes should be carried out annually.
4	FS7	Foster carers' work with diversity should be fully covered in their annual reviews.
5	FS7	Foster carers should be provided with training in diversity and contact and information and guidance should be included in their handbook.
6	FS8	Records of placement agreements should be retained on foster carers'/young people's files.
7	FS9	Safe caring guidelines should be developed for each fostering household.
8	FS12	Training in health care and first aid should be provided and foster carers should be provided with written guidance on health promotion, healthy living and health care education.
9	FS13	Young people should have easy access to a computer, as recognised by the provider.
10	FS15	CRB checks from previous employers should not be accepted for staff, foster carers, panel members or anyone else who is to work for the agency, without the CRB's guidance on the portability of checks being followed.
11	FS15	Information regarding foster carers support/back-up carers and evidence of their satisfactory CRB checks should be retained on file.
12	FS16	The manager should have access to professional consultation/supervision.
13	FS21	Annual reviews should include details of placements during the past year, fuller evaluation of foster carers' work with young people and should be signed by foster carers and

		social workers.
14	FS21	Supporting evidence should be provided for any recommendation that a foster carer's terms of approval should be changed.
15	FS23	Clear training plans for the coming year should be made at foster carers' annual reviews and the wording of this section of the review should be amended to reflect the expectation that all foster carers need to undertake ongoing training.
16	FS24	Full information about young people to be placed with the agency's foster carers should be obtained from placing authorities.
17	FS24	Foster carers should maintain separate and adequate records for each young person placed. Training should be provided in this.
18	FS25	Records of supervisory visits to/contact with foster carers should be retained on foster carers' files.
19	FS30	Panel should have access to legal advice.
20	FS30	One of the providers/directors should be designated as the agency's decision maker for the approval of foster carers and other matters.
21	FS30	Panel's discussions about cases and decisions need to be minuted in more detail.
22	FS30	The policy and practice of conditionally approving some foster carers before all checks and enquiries are complete should be reviewed in relation to the need to safeguard children.

