



*Making Social Care  
Better for People*

# inspection report

## RESIDENTIAL FAMILY CENTRE

**Dudley Lodge & St. Faiths Residential Family  
Centre**

**143 Warwick Road  
Coventry  
West Midlands  
CV3 6AT**

*Lead Inspector*  
Kevin Ward

*Announced Inspection*  
13th February 2006      08:30

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

Reader Information	
Document Purpose	Inspection Report
Author	CSCI
Audience	General Public
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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 *Residential Family Centres*. 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.

This report is a public document. Extracts may not be used or reproduced without the prior permission of the Commission for Social Care Inspection.

# SERVICE INFORMATION

<b>Name of service</b>	Dudley Lodge & St. Faiths Residential Family Centre
<b>Address</b>	143 Warwick Road Coventry West Midlands CV3 6AT
<b>Telephone number</b>	02476 502800
<b>Fax number</b>	02476 505581
<b>Email address</b>	familyassessments@dudleylodge.co.uk
<b>Provider Web address</b>	www.dudleylodge.co.uk
<b>Name of registered provider(s)/company (if applicable)</b>	Dudley Lodge & St. Faiths Residential Centre
<b>Name of registered manager (if applicable)</b>	Mr James Alan Evans
<b>Type of registration</b>	Residential Family Centre
<b>No. of places registered (if applicable)</b>	12
<b>Category(ies) of registration, with number of places</b>	

# SERVICE INFORMATION

## Conditions of registration:

1. To accommodate a maximum of eleven families at Dudley Lodge, 143 Warwick Road.
2. To accommodate one family at a half way house, address undisclosed.

## Date of last inspection

7th February 2005

## Brief Description of the Service:

Dudley Lodge provides time limited family assessments (incorporating the Framework for Assessment of Children in Need and relevant legislation) to effectively inform subsequent interventions and support packages. The centre works with a range of families, varying from those requiring mainly support to those where serious neglect and / or abuse is known to have occurred.

Dudley Lodge and St Faiths family centre has 10 flats (6 x 2 bedroomed flats and 4 x 1 bedroomed flats). One of the 2 bedroomed flats is adapted for use by a person with disabilities. The scheme also provides a small bedsit that may be used on a short-term basis by one parent and a baby. All flats are fully furnished and equipped. Dudley Lodge also has a three bed roomed fully furnished house, within the local community. The house is designed to be used as a stepping-stone for a family that has successfully completed an assessment at Dudley Lodge, where they may require further support before living independently in the community.

Dudley Lodge is situated within walking distance of Coventry city centre and is served by public transport. A bus stop is situated a very short distance from the Dudley Lodge. Coventry city centre provides parents with opportunities to access a range of social and leisure opportunities with their children, including swimming baths, leisure centre, ice skating, cinema, theatre and shops. A large public park is also within reasonable walking distance of the centre.

Dudley Lodge also provides staffed playroom facilities and a number of communal meeting rooms allowing space for individual counselling and group work with residents. Residents are required to prepare and cook their own meals in their flats. An outdoor play area is situated at the rear of the building, including swings and outdoor toys for children to play with.

The service employs a counsellor to provide individual counselling and to run group work activities. The centre also employs a training and development officer to arrange suitable training opportunities for staff, inform care practises and to take a lead role in the development of services provided by Dudley Lodge and St Faiths.

# SUMMARY

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

This inspection focused on assessing the centres performance against 10 key National Minimum Standards and on reviewing the requirements and recommendations made at the last inspection of the service, 7/2/05.

A range of information sources were used for this inspection. Prior to the inspection the manager completed and returned a pre inspection questionnaire and a self-assessment form detailing his assessment of the service in relation to the Standards. The inspection process also included interviews with the majority of staff at the centre, including managers, family centre workers, playroom staff, training co-ordinator, administrator and the Director of the service.

The inspectors met with all the parents who were using the service at the time of the inspection. This included visiting four families in their flats and attending the parents weekly meeting, to seek their views about the service. The inspection also included sampling a variety of records and written information, including, placement plans, service users records, staff files, training records, health and safety records, quality assurance information and a number of policy documents.

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

Information contained in service users files demonstrates that people using the service are supported to take a full an active role in their assessments. Parents are presented with clear information about the service and the rules and expectations that form the conditions of the assessment at Dudley Lodge. The signatures of service users were seen on their placement plans indicating their commitment to work in accordance with the objectives of their assessment. All the people interviewed confirmed that they had received regular feedback from staff regarding their progress and areas for development. This includes the opportunity to meet with staff for regular weekly progress reports and attendance at monthly reviews with social workers, health visitor and other professionals.

A file containing helpful information about the local area is available at the centre to help people who are new to Coventry to familiarise themselves to the local area and to encourage the use of leisure services, such as parks, leisure centres, swimming pools. The file also contains other useful other useful advice and addresses, e.g. benefits agency and public transport information. Discussions with parents confirmed that they had received access to this information and that they had been given support to register with the local GP surgery where this was necessary.

Dudley Lodge has well-established working links with the local health visitor who provides regular feedback to the centre and routinely attends families monthly review meeting.

The centre and the family flats are maintained in a good state of repair and systems are in place for budgeting and planning the ongoing upkeep of the property, including suitable gas and electrical maintenance contracts. Four family's flats that were visited and seen to be well decorated and maintained.

All the flats are self contained for each families sole use and were seen to be suitably equipped with and comfortably furnished to meet people's needs during their placement at Dudley Lodge. Suitable fire safety arrangements are in place at the centre. Fire alarms and emergency lights are being routinely tested at the correct frequency and service users were able to confirm that they had received instruction regarding the fire evacuation procedure. A visitors' policy is in place and only named people that have been suitably vetted are allowed to visit families at the centre. Interviews with service users and staff confirmed they held a clear understanding of this policy.

A sample of recent staff recruitment files were examined. This demonstrated that all new staff are subject to appropriate vetting checks and are required to undergo a formal interview process. The current board of trustees have also been subject to Criminal record Checks, to ensure their suitability to work with children and vulnerable adults. Systems are in place for ensuring that new staff receive an appropriate induction and ongoing supervision and support.

The centres' training records demonstrate that staff are being provided with a commendable ongoing programme of training and development to equip people for their work. The majority of staff either possess NVQ training qualifications or other professional training qualifications or are in the process of training for them. Similarly staff are supported to access training in health and safety related training subjects, such as fire safety, first aid, child protection and safeguarding vulnerable adults from abuse. Staff also spoke very highly of the in house training and mentoring and support provided by the centres training coordinator.

A complaints procedure is in place for dealing with informal and formal complaints. Service users confirmed that they had all received information explaining how to complain and that they had been issued with relevant forms to help in this process. A service user meeting is held weekly, which includes an opportunity for people to raise their concerns and complaints.

Comments made by service users indicate that they find this forum to be most beneficial in airing and resolving their complaints at an early stage. A complaints log is in place at the centre for recording complaints. This record was seen to be up to date and to contain information detailing the outcome of complaints investigations and evidence to confirm that service users are provided with appropriate feedback after their complaints have been investigated.

Staff at Dudley Lodge have been provided with training in the protection of children and vulnerable adults. Appropriate risk assessments are in place to determine the safe level of support that is considered necessary to safeguard children whilst they are at the centre. This information is reviewed throughout the assessment and supervision levels are increased or reduced as required.

Overall the centre provides commendable systems of management support, training, supervision and appraisal to underpin the work of staff at the centre. Staff are provided with opportunities to meet together to update their knowledge of service users progress and to inform future interventions. Trustees are actively involved in the work of the centre and work alongside staff and managers on a number of sub-committees. Comments made by staff indicate that they were aware of the whistleblowing policy and had avenues, by which they could raise any concerns they might hold regarding the running of the service, should this become necessary.

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

Since the last inspection good work has taken place to meet all the requirements and recommendations made last year.

During the last year staff have been provided with safe handling of medication training to underpin safe practices regarding the storage and administration of medication

A written pro-forma has been developed for employment agencies to complete when providing staff to the centre, to confirm that they have been subject to all the relevant vetting checks and are suitable to work with children and vulnerable adults.

Good work has taken place to re-decorate the corridors in the centre. These areas now look brighter and fresher as a result. Since the last inspection the testing of emergency lights have been increased to a monthly frequency, in keeping with the fire officer's guidance.

The centres' Statement of Purpose has recently been reviewed to include staffing changes at Dudley Lodge and other minor amendments. Positive work has been carried out to devise information for children using the centre to help them to settle into life at Dudley Lodge.

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

Whilst overall the centres' recruitment procedures are satisfactory, it is recommended that action is taken to expand the space on the application form for new applicants to record their full employment history in all cases.



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.

# **DETAILS OF INSPECTOR FINDINGS**

## **CONTENTS**

Being Healthy

Staying Safe

Enjoying and Achieving - There are no NMS that map to this outcome

Making a Positive Contribution

Achieving Economic Wellbeing

Management

Scoring of Outcomes

Statutory Requirements Identified During the Inspection

# 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)

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

4

Families are supported to access relevant health care services and leisure facilities so that their good health and emotional wellbeing is maintained.

## EVIDENCE:

Entries in service users day records and weekly summary reports provide evidence to confirm that they are provided with support to access relevant health services during their time at Dudley Lodge. Comments made by service users confirmed that they are provided with the address of the GP and are provided with practical assistance to register where this may be necessary. Good communication systems are in place with the local health visitor who provides regular feedback to Dudley Lodge each week, following appointments with parents and children and contributes to service users' review meetings. A counsellor is employed by the centre to provide one to one counselling and group work sessions with parents. This support was seen to be a frequent feature of service users placement plans. Service users' placement plans were seen to contain signed consent by parents for staff to provide emergency first aid and medication to children where necessary.

Service users are provided with lockable storage arrangements for the safekeeping of medication. It is the policy of the centre to hold children's medication for the first 2 weeks to assist in assessing parents skills in this area of care. Similarly, it has also been the policy of the centre to hold the medication of parents with mental health needs, during the early weeks of their assessment. However the Director indicated an intention to change this policy, with a view to parents holding their own medication in future, with monitoring provided by staff visiting their flats. This will provide greater autonomy for the parents involved.

The centre has well-equipped playroom facilities and provides coaching and support for parents to develop their skills in playing and relating to children. In some circumstances this can include recording parents on videotape to aid their training.

Parents are provided with a copy of these recordings for their personal pleasure and as an aid to learning. A resource file containing information of local places to visit, e.g. libraries parks, leisure centres, zoos and other places of interest is available in the playroom to assist new families to orientate themselves to their new temporary surroundings. Comments by parents confirmed that they had seen this information and had received advice and support to find and use these amenities.

In some instances playroom staff arrange outings and introduce families to new places, e.g. swimming baths. The centre also runs men's and women's groups that include an opportunity for people to get together to socialise and offer peer support and advice. Comments made by staff and manager confirmed that the centre seeks to fit the assessment programme around parents' work commitments where necessary, so that their employment is not negatively effected.

# 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)
- 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)

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

### 9, 10, 11, 12, 15 and 22

Children and families admitted to the Centre benefit from accommodation, facilities, policies, procedures and practices that afford them the protection, safety and care as is relevant to their circumstances and needs.

## EVIDENCE:

Comments made by staff and parents confirmed that service users are included in decision making and that they receive regular feedback regarding their progress at the centre. This includes viewing weekly and monthly progress reports and having the opportunity to pass comment on the contents of these records, as well as attending monthly placement planning reviews.

CCTV is operational in some communal areas of the centre. This does not intrude on families personal space and privacy. In some instances a baby monitoring system is used to assist staff to monitor children's welfare and to prompt appropriate parenting skills when parents are caring for children in their flats. Comments made by service users confirmed that they were made aware of this surveillance as part of the admission process.

A CCTV and baby monitoring policy is in place at the centre that conforms to good practice. All the staff who were interviewed were clear about the recording and passing on of information. They were also clear about the requirement to retain professional boundaries and made it clear that anything that families told them would be recorded and shared with relevant professionals. Lockable cabinets are in place for the safe storage of confidential information. All staff who were interviewed were mindful of the need for confidentiality, data protection and service users rights to have access to their records.

A suitable complaints policy and procedure is available for staff at the home. All the service users staying at Dudley Lodge at the time of this inspection confirmed that they had received a copy of the complaints procedure in an information pack and had been issued with complaints forms. A complaints log is kept at the centre detailing service users complaints and the outcomes of investigations.

Comments made by staff confirmed that they seek resolution to service users' complaints at the earliest stage. This is reflected in the service user complaints form, which seeks to ascertain the outcome complainants desire when they initially register their complaint. Comments made by service users indicate that they place a high value on the weekly residents' meetings that take place at the centre for discussing domestic issues and resolving differences and complaints at an early stage. All the parents interviewed were aware of their right to refer their complaints to their local Social Services Department and to the Commission for Social care Inspection. Many families also have legal representatives who can act on their behalf where they feel it is necessary.

The core function of Dudley Lodge involves assessing parenting skills and managing child protection issues. This is reflected in the home's Statement of Purpose and the centres procedures and practices. An examination of staff training records and conversations with staff confirmed that they have been provided with child protection and adult abuse training for the purposes of safeguarding and protecting children at the centre.

Child protection and adult protection procedures are in place at the home and comments made by new staff confirmed that they have been made aware of the relevant procedures as part of their induction to the service.

The centres child protection procedures have been subject to the scrutiny and agreement of the local Area Child Protection Committee and a copy of the area child protection procedures is also available for staff use, as required. The Director confirmed that there have been no adult abuse investigations at the home during the last year. During the same period two child protection investigations have been appropriately referred to the local area child protection team to address. These incidents were appropriately referred to the Commission for Social care Inspection at the time they occurred.

The centres' disciplinary policy includes a commitment to suspending staff as neutral act in the event they are subject to child protection allegations, to ensure that the interests of children and staff are best served. Discussions with parents at the centre confirmed that they had received clear information about the visitor's policy and were aware of the need to secure agreement with social workers and for vetting checks to be carried out prior to people being allowed to visit.

Staff were similarly clear about their role in ensuring that visitors sign in and are appropriately supervised when they visit the centre. Comments made by staff demonstrated a good awareness the level of supervision and assistance required by individual families to ensure that the assessment is conducted thoroughly and children are kept safe. This is underpinned by a clear written risk assessment process; evidence of which was seen on family's files.

Comments made by staff confirmed that that had all been subject to a rigorous interview process that included the completion of a written assignment. Recent starters recruitment files were examined, which contain evidence to confirm that appropriate vetting of references and Criminal Record Bureau checks is carried out as part of the recruitment process.

The Director confirmed that all trustees have also been subject to Criminal Record checks to ensure their suitability to work with children and vulnerable adults. There are currently no volunteers being used at the centre that would necessitate the same precautions and checks.

The Director agreed to increase the space on the job application form to enable new applicants to record their full employment history in greater detail. Discussions with all staff confirmed that they receive regular planned supervision and are subject to annual appraisals. New starters were able to provide a good account of the areas they have covered in their induction programme and of the training courses they had attended, including child protection, first aid and other essential courses.

An examination of the centres fire safety records indicates that suitable arrangements are in place for testing and maintaining fire safety equipment. The records demonstrate that fire drills are routinely conducted at the centre.

Comments made by staff and parents confirmed that they were aware of the fire evacuation procedure and of the whereabouts of the muster point. Maintenance records were examined, which indicate that suitable contractual arrangements are in place for maintaining gas and electrical equipment in safe order.

The Director confirmed that there are no outstanding requirements to be fulfilled from reports by the fire officer or environmental health officer. The centre has a health and safety committee that meets regularly. The notes of these meetings indicate that the centre takes a proactive approach to addressing health and safety issues at the centre. Since the last inspection work has taken place to providing additional fencing around two buildings used for storage purposes so that they present no risks of accidents occurring as a result of people entering these buildings. As previously noted CCTV is operational in the corridors and only authorised visitors are allowed entry to the centre. High-level perimeter fencing minimises the scope for unauthorised access and provides a secure playground area for children to play in with their parents.

The playground is fitted with a soft surface to minimise the risk of children falling and injuring themselves when using the playground equipment. Maintenance records are in place to confirm that the playground equipment has been maintained by a suitable contractor. Trustees and staff meet together on sub committees to address maintenance and health and safety matters at the centre. Maintenance issues are being appropriately budgeted for and consideration is given to the upkeep of the centre in the annual business planning process. Since the last inspection the internal corridors to the flats have been painted and a number of new doors have been fitted, making these areas fresher and brighter for people to use.



# **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)

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

### **3 and 6**

The assessment process at Dudley Lodge is underpinned by clear placement plans, sound management support and service user involvement to ensure that people are provided with a fair and thorough assessment.

### **EVIDENCE:**

All the parents using the service at the time of this inspection confirmed that had been fully involved in the placement planning and review process that operates at Dudley Lodge. Referral forms and background reports were seen on family files to confirm that appropriate referral procedures are in place and relevant information is sought from placing professionals before people are offered an assessment at the centre.

All the parents at the centre confirmed that they had received access to detailed information about the centre and how their assessment would be carried out, as part of the admission process. A comprehensive pack of information about the service, including information for children was seen in service users flats. Service users are provided with quality assurance questionnaires at various stages of their assessment to ascertain their opinions of the service, so that any issues may be addressed and improvements made where required. A sample examination of recently completed questionnaires identified a high degree of satisfaction with the service on the part of service users and professionals.

Commendable, well-detailed placement plans were seen on file providing clear aims and objectives to underpin the placement and service users consent to the conditions of the placement. Comments made by service users confirmed that they had received information and explanation regarding the conditions of residency and the expectations of the centre as part of the admission process. Placement plan objectives are broken down further on clear work plans and diaries so that parents are clear about the sessions they are expected to attend and when they are to take place.

Excellent communication systems are in place to support all the staff involved in the family's assessment to contribute to this process and to ensure all relevant information is shared and used purposefully. This includes regular linkworker meetings and weekly staff handover meetings, to keep everyone updated of progress and events taking place in service users lives. Staff meet with parents regularly to discuss their progress and to agree new ideas for advancing their assessment. This includes daily feedback sessions in some cases, e.g. where people have a learning disability, everyone receives weekly feedback on their progress and are encouraged to make comment on this information, as a matter of course.

All the parents confirmed that they were encouraged to actively to participate in their monthly reviews with their social worker, health visitor and staff of the centre. In some instances people choose to have their legal representatives at these meetings to support them. Comments made by parents confirmed that they had found this process to be beneficial and to be characterised by constructive advice from the staff at the centre. Staff are well supported in carrying out the assessments by their managers and a training coordinator who regularly attends linkworker meetings to assist staff with ideas and practical resources.

# **Achieving Economic Wellbeing**

**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, decorated, furnished and maintained to a high standard, providing adequate facilities for their use.(NMS 20)
- Shared spaces complement and supplement residents' private rooms.(NMS 21)

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

These Standards were not assessed on this occasion.

**EVIDENCE:**

# Management

## 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 had 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, promoting their welfare.(NMS 5)
- Parents and children receive the care and services they need from competent staff.(NMS 14)
- Staff are sufficient in number, experience and qualification to understand the needs of parents and children and who are 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 both the staff and families using the service.(NMS 25)

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

### 14

The centre is well managed and provides a staff team that is well trained and equipped to meet the needs of families using the service.

## EVIDENCE:

Comments made by staff indicated that there have improvements in staffing stability at the centre from last year when there had been a higher number of staff changes. All staff spoken to were clear about their role and responsibilities within the overall team and demonstrated a good awareness of the contribution team members, in other roles, have to play in the assessment process.

Typically the service provides a minimum of three family assessment staff on duty during the day, in addition to managers, administration staff and playroom staff. The centre also employs a counsellor to provide one to one support and a training officer. Examples of recent team training has included the Assessment Framework for Children in Need, preparation of reports, assessments and care plans, attachment theory and motivation and change theory. In addition to running team training the training co-ordinator also provides practical support and mentoring to staff to practically support and develop their practice at the centre. An examination of staff training records and comments made by staff confirms that the centre provides an excellent range of external training opportunities, including health and safety related courses, NVQ training. Dudley Lodge provides a well trained and experienced staff team, the majority of who possess NVQ qualifications and advanced professional qualifications.

The centre employs 4 well trained managers, each with supervisory responsibilities for a group of staff in addition to specific areas of management within the centre, e.g. planning external training, health and safety. In the absence of the Director the manager on call assumes responsibility for the service. The Chair of trustees explained that consideration is being given to the recruitment of a "deputy" to assume the full responsibilities of the Director, in the event of any prolonged absence that might occur, so that the ongoing work of the centre is not unnecessarily disrupted.

As previously noted, communication within the centre is good. This is characterised by good written plans and records and suitable forums for exchanging relevant information and supporting a well managed and cohesive approach to carrying out family assessments. As previously indicated good business planning processes are in place at the centre and trustees are actively involved at the centre and sit on a number of committees working alongside staff. A representative of the trustees carries out regular monitoring visits at the home and meets with service users and staff to satisfy the trustees that the centre is being managed satisfactorily.

# SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Residential Family Centres 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>
<b>4</b>	3

STAYING SAFE	
<i>Standard No</i>	<i>Score</i>
<b>8</b>	x
<b>9</b>	4
<b>10</b>	3
<b>11</b>	4
<b>12</b>	4
<b>13</b>	x
<b>15</b>	3
<b>22</b>	3

ENJOYING & ACHIEVING	
<i>Standard No</i>	<i>Score</i>
No NMS are mapped to this outcome	

MAKING A POSITIVE CONTRIBUTION	
<i>Standard No</i>	<i>Score</i>
<b>2</b>	x
<b>3</b>	4
<b>6</b>	4
<b>7</b>	x

ACHIEVING ECONOMIC WELLBEING	
<i>Standard No</i>	<i>Score</i>
<b>19</b>	x
<b>20</b>	x
<b>21</b>	x

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
<b>1</b>	x
<b>5</b>	x
<b>14</b>	4
<b>16</b>	x
<b>17</b>	x
<b>18</b>	x
<b>23</b>	x
<b>24</b>	x
<b>25</b>	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, Residential Family Centres Regulations 2002 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action

## **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	RFC15	Expand the space available on the job application form to enable new applicants to record their full employment history satisfactorily.



## **Commission for Social Care Inspection**

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