



*Making Social Care  
Better for People*

# inspection report

## FOSTERING SERVICE

**Hythe House Support Ltd**

**59 Staplehurst Road  
Sittingbourne  
Kent  
ME10 2NY**

*Lead Inspector*  
Lucy Ansell

*Key Announced Inspection*  
29th August 2006      09:30

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

| <b>Reader Information</b> |   |
|---------------------------|---|
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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

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>  | Hythe House Support Ltd                                  |
| <b>Address</b>  | 59 Staplehurst Road<br>Sittingbourne<br>Kent<br>ME10 2NY |
| <b>Telephone number</b>                                       | 01795 438634   |
| <b>Fax number</b>   |  |
| <b>Email address</b>  | vernaljeffers@hythehousesupport.co.uk                    |
| <b>Provider Web address</b>                                   |  |
| <b>Name of registered provider(s)/company (if applicable)</b> | Hythe House Support Ltd                                  |
| <b>Name of registered manager (if applicable)</b>             | Mr Vernal Jeffers  |
| <b>Type of registration</b>                                   | Fostering Agencies                                       |

# SERVICE INFORMATION

## Conditions of registration:

none

**Date of last inspection**      24th January 2005

## Brief Description of the Service:

Hythe House Support Limited is an independent fostering agency. The agency offers foster placements for assessment, support, respite and rehabilitation guided by individual children's and young peoples' ongoing care plans. As appropriate placements can be made for the short, medium and long term and if required on an emergency basis. Services offered also include organising and supervision of family contact, meeting daily travel arrangements with driver and escort services.

Additional services that can be provided include access to the companies educational unit and nursery, arrangements made for therapy and counselling. The office premises are close to Sittingbourne town centre and can provide a suitable venue for training, meetings and contact visits - supervised or otherwise. The agency has 14 foster carers based in Kent and Medway and has 19 children placed with them.

The fees for this service range from £899.00- £1,410.00 PW, depending on the requirements of the individual Local Authority.

# SUMMARY

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

This was an announced Key inspection by one inspector who looked at detailed information provided by the service, and any information or concerns that CSCI had received. Time was spent case tracking and reviewing records kept within the agency; some of the staff and young people and foster carers were also interviewed.

During this visit to the agency the views through the receipt of questionnaires completed by placing authorities, young people and carers were considered. The pre – inspection questionnaire completed by the agency were looked at and used as evidence. These all evidenced satisfaction by the recipients of an excellent service.

The agency was thoroughly inspected six months ago and panel and a training session was attended then so were not looked at again as there were no outstanding requirements. Policies and procedures were read and a selection of staff personnel files were also scrutinised.

Throughout the inspection process the agency's social workers, administrative and management team were very welcoming, open and receptive to the new inspection process.

Two foster homes who were visited and the many foster carers and young people who took part in the inspection are thanked for taking the time to speak to me or for the contribution that they made and how welcoming they all were.

The Inspector also looked at the environment with a tour of the premises. This methodology informed the inspector how well the service was meeting the standards and will decide overall how the service is rated.

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

This is an agency, whose strengths lie in the quality of the management team, with carers getting the support both formally and informally from all the staff and management team. Also the agency has an excellent quality of foster carers who believe in the ethos of fostering.

The staff all have a good understanding of the support needs of the young people and the foster carers as evidenced in the files and from talking to staff and carers. This is also evident from the positive encouragement and recognition of all of the young peoples and also the carer's achievements.

The agency exceeded in the following; policies and procedures being regularly updated and the monitoring procedures being efficient ensuring systems are working correctly. The agency also provides carers with excellent training on

Child protection with a user-friendly child protection flow chart and policy, which is clear and easy to use.

The agency's primary focus is on developing a tailor made service to enable the young people and their carers to succeed in their placements by quality matching and good support and training of carers.

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

The health standards needed to be looked at to ensure the agency is accessing all available resources, and with the introduction of the LAC nurse to training and support sessions this is now happening. The recording of health appointments and information from Local Authorities regarding health is now recorded by the agency and for the young people in a health passport.

Leaving care and preparing for adulthood is very much an area where improvements needed to be made and the agency has completed training and complied checklists for the carers to help promote independence for the young people.

Training is another area where great improvements have been made with it being more targeted, specific to carers and staff and using a variety of trainers now. A training matrix for all personnel and foster carers was created and this ensures a clearer picture of training need is seen.

The case records on the children's files are now clearly presented and comprehensive and this may have been in the past due to lack of adequate staff and time to complete this comprehensively. There has also been added to the policies a case recording policy, some carers are still recording at varying levels but this will need time to bed down into the systems. On the paperwork evidence was seen of signatures and dates being much clearer on all paperwork.

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

The agency was recommended to list at the front within a file audit, paperwork not received or signed by LA. This then needs to be recorded in a formal manner and regularly audited to ensure consistent tracking.

There is now no separate section for contact arrangements so the agency needs to be recorded the outcomes of these visits on the daily records.

The unannounced visits would benefit from being filed in a different coloured paper to ensure they are easily found.

The LA reviews are very slow in coming back from the social workers so a recommendation is made for the agency to keep its own notes until they have been received.

The agency has been constantly updating its paperwork and the formats need to be more efficient in their recording. Discussion was held on how reviews can be set against competences and on the style of recording supervision notes.

A recommendation is made to look at staffing levels for the social work side if the number of children placed with the agency rises.

There is still a requirement within the time scales for October 2006 for the manager's management qualification, all the paperwork is handed in and is now awaiting verification.

A requirement was made to ensure that all paperwork contains the name of only one child to ensure confidentiality and data protection.

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

Making a Positive Contribution

Achieving Economic Wellbeing

Management

Scoring of Outcomes

Statutory Requirements Identified During the Inspection

# 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 at least once during a 12 month period.**

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

12

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

The young people can be confident that their health needs are well met and the promotion of their health is taken seriously and that the agency maintains detailed health care notes, which can be transferred with the young person.

## EVIDENCE:

Foster carers demonstrated knowledge regarding young people's individual health care needs and the action taken to address these. Evidence was seen to confirm that young people have been supported to access regular and specialist health care services.

The agency has informed carers of their local specialist nurses and are now accessing the looked after children nurses to come in and present training sessions on promoting health and development. Any young person placed with the agency is enabled by the team to receive ongoing specialist health care services.

The agency started health passports at the beginning of the year which are user friendly, with information being recorded of contact details of a child's GP, Dentist and Optician, any visits made to them, also any medication taken or specialist services accessed.

Evidence was found of signed consent for first aid or any required emergency treatment in foster carers files. However, it appeared that where this was not available this was due more to Local Authorities not returning signed forms.

Carers are required to notify the agency of all accidents, injuries, illnesses and use of medication and this information is transferred into the agency's monitoring systems.

The foster carers guide and young person's information have been updated to include specific information on promotion of exercise and healthy lifestyles, and advice and information on anti drink and drugs, and promotion of good personal relationships and sexual health.

The agency has ensured good training is available for all carers in line with outcomes for Every Child Matters and being healthy. This ensures all foster carers are first aid trained and aware of health promotion for their young people. The agency has worked hard over the last couple of months to meet the standards and improve outcomes for their young people and they need to continue this and build on the good practice by attending a best practice group as these meet to ensure they are following the Healthy Matters Agenda.

# 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 at least once during a 12 month period.**

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

3,6,8,9,15

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

Children can be confident that the agency provides suitable carers and their needs will be well matched to the experience and skills of foster carers with whom they are placed.

Children are protected by the agency's robust child protection and staff recruitment systems and procedures

## **EVIDENCE:**

There was clear evidence seen in staff files that references are sent for and that now they are followed up with a phone conversation, which is clearly recorded. Police checks are renewed every three years with a system in place to monitor this. On files records are kept of all mandatory checks and references that have been obtained and their outcomes.

The agency's foster carers' homes that were visited were very comfortable and homely. All children had single rooms unless specific arrangements reflected this. Thorough and detailed health & safety checking was evident throughout the initial assessment and ongoing annual checks as part of the carer annual review process.

Health & Safety is covered as a core subject throughout initial training. The agency is advised to ensure there is clear and detailed Health & Safety policy within the Carers' Handbook. This includes guidance on within the home, outings & activities, prevention of infections and disease, HIV, etc. Carers are required to show evidence of insurance, MOT and tax of their own vehicles. Rules are very clear that all children must be suitably restrained in vehicles – seat belts, car seats, etc. A generous mileage allowance is paid. The Foster Care Agreement clearly states that carers may be visited by CSCI as part of the inspection process. There was evidence found that safe caring policies had been started being changed to be child specific rather than household specific and this needs to continue.

Matching is strength of the agency and they can evidence clearly that the matching of the young people and the foster carers is completed thoroughly and with great care. They have had no placement breakdowns but one child did move on to other carers. The young people are appropriately matched in terms of their religious, cultural and ethnic needs. It was discussed with the management team that the next level to complement the matching process was to write a report for LA placement officers taking into account all the assessed needs of the young person and address how the carer is able to meet those needs and if there are any gaps in the match which need to be looked at. Evidence seen showed that the agency does then arrange for additional training or support to provide the best possible placement and support to the foster family. The whole team is involved in the referral process and they can offer evidence of all relevant professionals being involved. Also where possible each child will have the opportunity for a planned introduction and all available information is given to the child on their future foster carers. The agency has just updated the initial matching forms and has started to review all the old case files to ensure these are all up to the same high standard.

Clear and detailed child protection policies and procedures are in place. These are made readily available to all carers. Contact numbers for all area child protection teams are held and the agency's own 'Whistle blowing' policy is detailed and clear. The agency also provides carers with excellent training on Child protection and has a user-friendly child protection flow chart and policy, which is clear and easy to use.

A sample of carer training records showed evidence of recently attending: training on child protection, and on sexual abuse awareness. Explicitly clear guidance is in place with regards corporal punishment and behaviour management. Evidence in carer files that the supervising social workers regularly provide ongoing advice and support in terms of how best to manage young people's behaviours was found.

The manager holds a file of all significant incidents/ allegations/ concerns. The agency has had one child protection allegation, which was investigated and found to be unsubstantiated. All such significant incidents are readily

communicated to placing authorities and the CSCI within the prescribed timescales.

Clear written guidance is in place regarding protecting from bullying and carers do receive appropriate training. In addition, clear written guidance was found in the Handbook with regards the action to take upon a child being missing from a foster home. All children's files have Misper sheet in them and also contain risk assessments, which highlight if this may an issue.

Two staff personnel files were scrutinised alongside the agency's own recruitment policy and procedure.

The files were indexed and easy to read, with full compliance noted against the Fostering Services Regulations 2001.

With evidence of a thorough vetting procedure, identification checks and applicants possessing the skills and experience commensurate with their roles, children and carers can be confident that they are protected and supported by safe individuals. The agency keeps the records secure and well managed.

# 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 recognize 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 at least once during a 12-month period.**

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

7,13

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

The children can be confident that the agency clearly values diversity among its carers and staff.

The young people benefit from a service that promotes educational achievement.

## **EVIDENCE:**

There was evidence of an equal opportunities policy, and the agency is looking to develop its service more to meet the needs of the community. The agency encourages recruitment of carers from diverse backgrounds and training to ensure all foster carers have the skills to preserve a child's heritage and background. The agency recruits carers and staff that can help the young person develop a sound sense of self-identity and promote a positive view of living in a multicultural society. The foster carers handbook has information on promoting equality and diversity along with training.

There is clear guidance within the Foster Carer Agreement, detailing the responsibility of carers to promote and support educational achievement and the agency supports them with this. Carers work hard to ensure there is excellent communication between themselves and the schools their children attend and are known to be strong advocates for their young people. The agency has one hundred percent of their school age young people in school

and all but one older child is attending college, they are on maternity leave and hope to restart after the birth.



# 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 at least once during a 12-month period.**

## **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 the service.

The young people benefit from an agency that promotes contact arrangements. Children and their families can be confident that the agency will promote consultation with them at all times.

## **EVIDENCE:**

Evidence was seen that the young people are encouraged to maintain contact with family and friends. Contact arrangements that had been agreed upon for each young person were included in their placement plans. Written guidance was available for foster carers covering matters in relation to their role in supporting children to maintain and develop constructive contact with their families and others.

The childrens files need to show clear contact arrangements with maybe a sheet with all contact that is and isn't allowed, how this is arranged and what means of contact. A good practice recommendation is for all contact to be recorded in the same place and outcomes of the contact clearly recorded.

Talking to the young people it was clear that they were very close to the owner of the agency and were being asked for their views on a regular basis about the agency. The agency is also keen to start a childrens forum and is looking to speak to all the young people on how best to set this up and what they would like. The young people when they first come to the agency are given a childrens guide with complaint form and telephone numbers for direct access of who to complain too. There is information available in the foster carers

handbook and childrens guide of useful contact numbers and organisations that represent young peoples rights.

# 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):

14

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

Children can be assured that the foster agency will prepare young people for adult hood.

### EVIDENCE:

Leaving care and preparing for adulthood was very much an area where improvements needed to be made and the agency has now completed training for all foster carers on preparing for independent living. They have compiled a checklist for the carers to help promote independence for the young people so they can see what needs to be achieved.

The agency has also bought a flat which is envisaged in the future will become a training flat to help prepare for independence. The work in the flat is completed but policies and procedures for its use need to be written up still.

# 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 17, 21, 24 and 32 the key standards to be inspected at least once during a 12 month period.**

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

1,17,21,24,25

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

Children can be assured that the service can meet its stated aims and objectives and that the management team are effective and efficient.

Children can be confident that there is sufficient number of qualified staff, and staff have access to a good quality-training program.

## **EVIDENCE:**

The management structure works effectively providing an efficient service at all levels. The agency's manager has just finished undertaking a management courses and hopes to get this verified by the end of the year. Lines of communication, accountability and responsibility were clear and monitoring and quality assurance systems were robust and effective.

As has already been established, the agency had its last inspection fairly recently and has already implemented all the improvements following on from the last inspection. A qualified experienced social worker has been recently recruited and this may help with many aspects of service provision that were being either covered by the office manager. The agency is looking to employ one more social worker although they are fully staffed, if they expand any further.

Further areas, which required improvement and have been looked at by the agency was the training and supervision of staff and carers. It should be added that carers reported most positively in terms of the actual 'support' that has continually been provided, even when staffing has been an issue. One foster carer said the agency was "helpful, professional and supportive".

The staff are supervised and managed in their individual roles and have access to support, consultation and advice. All qualified staff are appropriately qualified, and receive regular supervision from either the manager or an outside supervisor on a monthly basis. Annual appraisals also take place and team meetings are held weekly. Such records were inspected and demonstrated these were happening regularly.

There is a clear written strategy in place for working with carers. Written evidence supported that all carers receive regular, recorded supervision from their agency. The agency is able to offer support groups and training for carers. 'Out of Hours' support was staffed by agency staff, and overall was a good and accessible service. The carers also all receive respite with the foster children going to the same respite carers; this helps to relieve the risk of placement breakdown. All carers had up to date rewritten Foster Carer Agreements in place, which now contained all the required details and all were conversant with the agency's complaint's procedure.

Children's files did contain most of the necessary information, files were well ordered and if these were monitored they could ensure better consistency. The agency was recommended to list at the front paperwork not received or signed by LA. This then needs to be recorded in a formal manner and regularly audited to ensure consistent tracking. The LA reviews are very slow coming

back from the social workers so a recommendation is made to keep their own notes until they receive them.

The agency was able to evidence case recording sheet, which reflected the ongoing and very specific individual pieces of work and support in place for individual children. A requirement was made to ensure that all paperwork contains the name of only one child to ensure confidentiality and data protection. The unannounced visits would benefit from being filed in a different coloured paper to ensure they are easily found.

Carers were aware of the need to keep day-to-day records and that these were to be kept secure, the quality of these varied from each carer. The agency was advised to continuously look at training for carers on case recording.

# 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

| <b>BEING HEALTHY</b> |              |
|----------------------|--------------|
| <i>Standard No</i>   | <i>Score</i> |
| <b>12</b>            | 3            |

| <b>STAYING SAFE</b> |              |
|---------------------|--------------|
| <i>Standard No</i>  | <i>Score</i> |
| <b>3</b>            | 3            |
| <b>6</b>            | 3            |
| <b>8</b>            | 4            |
| <b>9</b>            | 4            |
| <b>15</b>           | 4            |
| <b>30</b>           | 3            |

| <b>ENJOYING AND ACHIEVING</b> |              |
|-------------------------------|--------------|
| <i>Standard No</i>            | <i>Score</i> |
| <b>7</b>                      | 3            |
| <b>13</b>                     | 3            |
| <b>31</b>                     | N/A          |

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

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

| <b>MANAGEMENT</b>  |              |
|--------------------|--------------|
| <i>Standard No</i> | <i>Score</i> |
| <b>1</b>           | 3            |
| <b>2</b>           | X            |
| <b>4</b>           | X            |
| <b>5</b>           | X            |
| <b>16</b>          | 3            |
| <b>17</b>          | X            |
| <b>18</b>          | X            |
| <b>19</b>          | X            |
| <b>20</b>          | X            |
| <b>21</b>          | 3            |
| <b>22</b>          | X            |
| <b>23</b>          | X            |
| <b>24</b>          | 3            |
| <b>25</b>          | 4            |
| <b>26</b>          | X            |
| <b>27</b>          | X            |
| <b>28</b>          | X            |
| <b>32</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, 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.  | FS2      | 7          | 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. <b>awaiting verification of paperwork</b> | 30/10/06             |
| 2.  | FS24     | 32(5)      | A requirement was made to ensure that all paperwork contains the name of only one child to ensure confidentiality and data protection.  | 30/10/06             |



## 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.  | FS10              | There is now no separate section for contact arrangements so the agency needs to be recorded the outcomes of these visits on the daily records.  |
| 2.  | FS16              | A recommendation is made to look at staffing levels for the social work side if the number of children rises.  |
| 3.  | FS24              | The unannounced visits would benefit from being filed in a different coloured paper to ensure they are easily found.   |
| 4.  | FS24              | The LA reviews are very slow coming back from the social workers so a recommendation is made to keep their own notes until they receive them.  |
| 5.  | FS24              | The agency is constantly updated its paperwork and the formats to be more efficient in their recording and a couple of ideas where given on reviews being set against competences and on the style of recording supervision notes. |
| 6.  | FS24              | The agency was recommended to list at the front within a file audit, paperwork not received or signed by LA. This then needs to be recorded in a formal manner and regularly audited to ensure consistent tracking.                |

## **Commission for Social Care Inspection**

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