



Making Social Care
Better for People

inspection report

FOSTERING SERVICE

Archway Care Ltd

**10 (b) Lower Courtyard
Hounslow Hall Estate
Newton Longville
Milton Keynes, MK17 0BU**

Lead Inspector
Rob Smith

Announced
14th June 2005 9:30am

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
Further copies from	0870 240 7535 (telephone order line)
Copyright	This report is copyright Commission for Social Care Inspection (CSCI) and may only be used in its entirety. Extracts may not be used or reproduced without the express permission of CSCI
Internet address	www.csci.org.uk

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 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

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

Name of service Archway Care Ltd

Address 10 (b) Lower Courtyard, Hounslow Hall Estate,
Newton Longville, Milton Keynes, MK17 0BU

Telephone number 01908 379400

Fax number

Email address

Name of registered provider(s)/company (if applicable) Archway Care Ltd

Name of registered manager (if applicable) Mr Ernest Winston Waterton

Type of registration Independent Fostering Agency

No. of places registered (if applicable)

Category(ies) of registration, with number of places

SERVICE INFORMATION

Conditions of registration:

1 Conditions

"It is a condition of the registration of Archway Care Limited that Mr Dermot Weir's involvement in Archway Care ("the Agency") be limited solely to his involvement as a shareholder in accordance with the terms of the shareholders agreement dated 25th September 2003 and specifically that Mr Weir shall have:

- No direct contact with foster carers engaged by the Agency or foster children placed with/or by the Agency;
- No involvement in the recruitment of foster carers for the purposes of the Agency;
- No contact with any local authorities as far as the operation of the Agency is concerned;
- No involvement in the day to day running of the office or offices of the Agency; and
- No involvement in the direction and/or supervision of staff employed by the Agency."

Date of last inspection 02 July 2004

Brief Description of the Service:

Archway Care is a small independent fostering agency based in the Milton Keynes area. The agency, at the time of the inspection in June 2005, supported 13 carer households providing placements for 19 children. The agency primarily provided medium to long-term or permanent fostering placements for children placed by nearby local authorities. The agency's offices were located on the outskirts of the village of Newton Longville

SUMMARY

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

This inspection took place over a period of five days with a subsequent specific visit to observe the operation of the agency's fostering panel. Questionnaires were sent to children in placement aged eight or over, to all foster carers supported by the agency and to the authorities responsible for currently placed children. The area authorities for the agency and for the foster families were also contacted.

Visits took place to three foster families and interviews were conducted with the Director, fostering manager, office administrator and one of the fostering social work staff. A sample of files for children and for carers was checked, as was a sample of agency policies and procedures. The fostering panel was observed and a short subsequent meeting held with the panel chair and registered manager.

Both the written and direct feedback received from placing authorities, carers and placed young people was, overall, very positive about the quality of service provided by the agency and its carers.

What the service does well:

The agency provides very good support for its carers and ensures that good consideration is paid to the appropriateness of placements.

The agency is well run with good oversight and management from an experienced director and manager. Monitoring of practice standards is good.

The health needs and educational achievement of placed young people are well supported by the agency and its carers.

Child protection and the safety of children in placement is a high priority and any emerging child protection concerns are dealt with promptly and thoroughly.

The agency had not received any formal complaints since the last inspection and none had been received by CSCI.

Staff are well supported and supervised and carer assessments and household reviews are thorough.

The agency's panel provides good monitoring of carers and placements through initial approvals and household reviews

What has improved since the last inspection?

The agency had addressed all the requirements and recommendations arising from the last inspection in a prompt and thorough manner.

Around the time of the last inspection the previous director of the agency had left. The former fostering manager had taken on the director role and a new fostering manager had been appointed. The new overall management structure was seen at this inspection to be much improved as a consequence, with clearer definition of roles, leading to better and more consistent management of the day to day running of the agency and of the staff team.

A new permanent administrator had been appointed just prior to inspection and there was already improvement in the organisation and execution of the administrative aspects of the agency.

The situation, noted at the last inspection, of carers who were still 'approved' by their former local authorities had now been regularised with formal approvals now in place by the agency's own panel.

Staff and panel members' recruitment files had significantly improved and now contained all the required information and the agency had eliminated previous problems experienced with its CRB umbrella body by registering in its own right.

The social work staff team, although still small, had grown in experience and had had relevant training in carer assessment and was providing an increasingly good level of support to the agency's carers.

The agency had improved its level of allowances paid to carers to ensure its competitiveness with other local fostering service providers.

The agency's fostering panel now had better representation from a range of relevant professional and independent members and had undergone training in panel work in the past year.

What they could do better:

This inspection did not identify any major concerns with regard to the running or practice of the agency.

The agency did need to review its current panel constitution to ensure that either the director or responsible individual was identified as a panel member. This will also necessitate a review of the role of agency decision-maker.

A number of requirements have been made in relation to aspects of foster carer agreements, foster placement agreements and notices of approval to ensure precise adherence to the expectations of the regulations. Some minor improvements to records maintained on children were also required.

A small number of good practice recommendations were made largely focusing on improvements to record-keeping systems and practice. Some minor good practice suggestions were also made with respect to panel processes and approvals.

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 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 Standards

Statutory Requirements Identified During the Inspection

Being Healthy

The intended outcomes these Standards are:

- 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 outcomes for standard(s) 12

The agency and its carers paid good attention to children's health and development needs ensuring children and young people were kept in good health and offered opportunities to maintain a healthy lifestyle.

EVIDENCE:

Feedback from foster children questionnaires confirmed that their health care needs were appropriately met by their carers and that good attention was paid to matters of diet and exercise. Examination of children's and foster carers' files provided evidence of generally good background information on children's health and developmental needs, registration with GPs, dentists, opticians etc and good attention to both regular health care monitoring and any emerging or long-term health care problems. Children's review minutes confirmed that placing authorities were satisfied with the attention paid to this area of practice.

Emerging health care issues, accidents and illnesses were recorded in carer records on individual children and monitored via the regular formal fostering link worker supervision of carers and the fostering manager's monthly monitoring under Schedule 7.

Staying Safe

The intended outcomes 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, and 15 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for standard(s) 3,6,8,9,15,30

Appropriate recruitment vetting and monitoring procedures were in place to ensure only suitable persons managed and worked for the agency.

The agency was paying good attention to suitability of carer households and the matching of children, ensuring, as far as possible, appropriate placements that could meet the needs of children were provided. The protection of children from abuse and neglect was appropriately promoted to ensure their safety in placements.

The operation of the fostering panel was generally satisfactory, ensuring appropriate oversight of the quality of new and existing foster placements was in place.

EVIDENCE:

The current Director of the agency had been the former registered manager and a new appointment had been made to that post since the last inspection. The CSCI registration process and examination of records at the agency during this inspection confirmed the director and manager were suitable persons to carry on and manage the agency.

Discussion with carers and children and examination of records confirmed that good attention was paid to the matching of carers with children in liaison with

the responsible placing authority. The process of matching and introduction for one set of carers and children seen during this inspection was very well planned and executed, involving sharing of information and a programme of introductory visits. Where timescales for placement were shorter discussion with staff and with carers confirmed that due attention was paid to carers' approval terms, particular competencies and the potential impact on existing placements. Inappropriate referrals were not accepted and it was evident that the agency did not make placements simply for the sake of filling vacant 'beds', even where this caused disagreement with carers.

The safety of carer households was assessed and monitored through initial and then regular annual health and safety checks, which were seen on carer files, and guidance on health and safety was provided in the carer handbook. The inspector recommended, as a matter of good practice, clarification on the current health and safety risk assessment form of, where potential risks existed, more precisely what measures had been taken in response.

Individual safe caring plans were seen on children's files addressing relevant aspects of their safe care and management in placement. During the week of the inspection a particular incident with child protection implications occurred in one placement. This provided good evidence of an appropriate and immediate response by the carers concerned and then the agency, in both supporting the carers and insisting that the placing authority take appropriate action. Appropriate guidance and training on child protection matters was available to carers. Some minor amendment and clarification to the written advice on child protection processes provided to carers was recommended.

Arrangements for staff recruitment and vetting met the required standard, as judged from scrutiny of a sample of staff files and staff interviews. Staff file records had significantly improved since the last inspection and contained all the required documentation. The agency was now registered directly with the Criminal Records Bureau (CRB) as a result of dissatisfaction with the service provided by its previous umbrella body and therefore now carried out its own CRB checks. The inspector did however recommend fuller evidencing of the telephone follow-up made in relation to written references for staff.

Observation of the fostering panel and scrutiny of recent panel minutes confirmed that a conscientious and thorough approach was paid to the process of approving new and existing carers. The panel membership had changed since the last inspection and a better representation of independent and professional viewpoints in line with the expectations of the regulations. A new panel chair had also been appointed who had relevant qualifications and experience for the role.

The agency did need to address the lack of representation by either a company director or the identified responsible individual on the panel. This will also have implications for the agency decision-maker role, which is currently undertaken

by the agency's sole director/responsible individual. Panel procedures were otherwise generally seen to be satisfactory.

The agency did need to put in place a proper process by which panel minutes were agreed by attending members and the panel chair was also reminded of the capacity of panel to approve carers for specific named children, particularly where long-term placement was envisaged.

Enjoying and Achieving

The intended outcomes 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 at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for standard(s) 7 & 13

The agency paid satisfactory attention to matters of diversity in providing and supporting placements, thereby helping to ensure children's individual identities and culture were supported and promoted.

The educational needs of placed children were well supported by carers so as to maximise the likelihood of their achieving their full potential.

The agency did not provide short-term care arrangements for parents so this standard was not inspected.

EVIDENCE:

The agency had recruited a small number of carers from ethnically diverse backgrounds to provide some degree of appropriate choice and matching for children from minority ethnic backgrounds. Where such matching was not achievable, feedback from foster children in questionnaires confirmed that carers ensured their particular religious and cultural needs were well met. The recent recruitment of a fostering manager from a minority ethnic background was felt by staff to have improved the practice focus of the agency in this area. Training on diversity and identity issues had been provided for staff and carers by the agency since the last inspection.

Discussions with staff and carers and scrutiny of children's and carers' files confirmed carers were diligent in both securing and supporting school placements for placed children. In one of the families visited during the inspection the foster carers had been assertive with their local school when it appeared their foster child was not being treated fairly or appropriately by the

school. It was noted that the young person concerned had also made particular progress at school over the last year. Another family had successfully secured a place for one child who had, in previous placements, been regularly absent from school. The agency continued to insist that placing authority provide copies of personal education plans for placed young people so as to ensure future educational needs and plans were appropriately addressed at the point of placement.

Making a Positive Contribution

The intended outcomes 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 standard(s) 10 and 11

The agency and its carers provided generally good support for contact arrangements for placed children ensuring they maintained, wherever possible, an awareness of, and continuity in, their relationships with birth families and significant others.

The agency was judged to provide appropriate levels of consultation with young people about the care they received, ensuring their voices were heard in relation to all key aspects of their care provided by the agency.

EVIDENCE:

Feedback from a number of placing authorities identified examples of good support from carers for contact arrangements with children's own families. Carers' and children's files confirmed that agreed contact arrangements were mostly adhered to. Children's questionnaires also confirmed that contact by way of visits or telephone calls was supported by their carers where this was part of care plans. The views of children on contact were also listened to by the agency with examples noted of where contact was either increased or decreased in response to children's wishes being supported by the agency in discussion with placing authorities. One area authority was initially critical in relation to one set of placements and a perceived lack of support for contact arrangements. Written feedback from a subsequent meeting between this authority and the agency confirmed the former was now happy with the steps the agency had taken to address this matter with the carers concerned.

Feedback in foster children's questionnaires confirmed they felt consulted by their carers on key aspects of their care and the day to day decision-making in the household. Discussion with carers confirmed they supported children's attendance at their care reviews. Foster children also had opportunities to

contribute their views to carers' household reviews (as seen on carers' files) and a recent questionnaire exercise had been carried out by the agency of children's views of the quality of service received. Children were provided with information on how to make complaints and how to contact CSCI and other external sources of advice and support. No complaints had been made since the last inspection.

Achieving Economic Wellbeing

The intended outcomes 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)

The Commission considers Standards 29 the key standard to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for standard(s) 14.29

The agency and its carers provided good support for young people preparing for adulthood, thereby helping ensure they had the requisite skills and knowledge for coping with adult life.

The agency had appropriate financial systems in place helping ensure carers were given adequate financial resources to provide satisfactory levels of care for placed young people.

EVIDENCE:

The agency had further developed its guidance for carers in the carer handbook on preparation for adulthood. This provided a good practical framework for the areas of development and skills they should consider in relation to older placed children. An example of a pathway plan for one young person was seen on their file. This appropriately addressed areas of skills development and other actions required by the various parties involved, including the young person's foster carers. Feedback from one placing authority was particularly complimentary about the effort put in by one set of carers supporting a young person on the path to independence.

Discussion with carers confirmed the agency had effective systems in place for regular payment of fees and other relevant allowances. The agency had recently revised its levels of allowances upwards to ensure competitiveness with other agencies in the area. Higher allowances would in future also be paid to carers who could demonstrate higher levels of competency in their work and training undertaken.

Management

The intended outcomes 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 cares 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, and 24 the key standards to be inspected at least once during a 12 month period.

**JUDGEMENT – we looked at outcomes for standard(s)
4,5,16,17,21,22,24,25**

The activities of the agency were being well monitored and controlled by the senior management team to ensure a good and consistent quality of performance and care provision.

The day to day running of the agency was being managed effectively as was the organisation and deployment of staff ensuring there was an effective and

timely response to any issues raised by staff carers children or placing authorities.

The agency had a generally satisfactory number of appropriately experienced and qualified staff ensuring appropriate levels of support for and response to existing and potential carers.

The overall strategy and structure of support for carers was good ensuring carers had ready access to advice and guidance on both a planned and emergency basis.

Children's case records were generally well-maintained, ensuring an accurate record of their plans, needs, achievements and care history with the agency was in place.

Administrative records were generally of a good standard ensuring that accurate records of the working of the agency were maintained and available for monitoring and scrutiny.

EVIDENCE:

The agency had an effective system of written monthly reporting by the registered manager to the director, covering all the areas of practice monitoring required by regulation and associated schedules. Additional quality auditing had been undertaken in the past year by means of a survey of all carers, placed children and placing authorities. This was seen by the inspector and confirmed general satisfaction with the quality of service provided. The agency was advised to produce a formal report pulling together the findings and identifying future actions to address any shortfalls and improvements to practice. A copy of this report will need to be forwarded to CSCI to comply with the expectations of Regulation 42(2).

The agency was being run well. The appointment of the fostering manager alongside the role of the director was felt by staff to have improved the day to day running of the service. Staff roles and responsibilities appeared well understood and appropriate arrangements were in place for decision-making and coverage of the absence of the registered manager.

Staff were being well supported and managed and deployed effectively to cover the various tasks of the agency.

Appropriate systems for formal supervision, appraisal and ongoing personal development were in place for staff. The appointment of a full time administrator was clearly leading to an improvement in the efficiency and effectiveness of administrative support and the constructive use of IT systems. On the latter point the inspector suggested exploring whether more use could

be made of IT systems to cope with the scheduling of recurrent tasks such as household reviews, CRB renewals etc.

The agency had appropriate levels of staff relative to the size of the agency with relevant skills, training and growing levels of experience. Staff spoken with felt well supported by the agency and were enjoying their work.

The agency continued to seek to attract more carers but the director was wary of too rapid an expansion without adequate staff and systems in place to support them. Consideration was being given to specific recruitment of carers in the north London area to support potential placements from local authorities in that region.

Some comment was received from both staff and carers about the need to have a more focused approach to the task of carer recruitment and subsequent placement identification. The inspector would therefore support the stated intention of the director and manager to employ additional staff with a specific focus on these areas of work.

Assessments seen in files were appropriately detailed, covering all the expected areas of information and evaluation using the standard BAAF competency framework. Some assessment work was still being undertaken by independent sessional staff if the agency's own staff were too busy. Carers spoken with felt well prepared for the fostering task by the assessment and preparatory processes they had gone through.

Feedback from carers in questionnaires and in interviews was very positive about the level and quality of support offered by the agency. Regular formal recorded supervision was offered on a two weekly basis when children were in placement and copies of these records were seen on carer files. More regular support and contact was made if and when particular crises arose, and examples of this were noted around the child protection issue mentioned earlier in this report. Occasional unannounced visits were made.

Immediate telephone advice was available both in and out of hours along with a good framework of written guidance, membership of the Fostering Network and opportunities to meet with other carers in a regular bi-monthly forum. Some criticism was received about the lack of effective use of this forum in identifying and resolving common areas of practice concern or development. This shortfall was recognised by the manager and the inspector would support his intention to restructure the forum to make it a more useful and constructive component of the agency's operations.

It was noted that some foster carer agreements did not reflect the latest terms of approval by panel. A requirement has been made to review all existing agreements to ensure they are up to date.

Information on complaints procedures was widely available to staff carers and children. No complaints had been received since the last inspection.

Case records for children were generally in good shape with the majority of required information being in place and a file audit system was now in operation to check these and other key files.

The agency did however need to review the use of foster placement agreements. The majority of these were still based on the now outdated LAC documentation forms. These did not cover all the areas required by Schedule 6 of the regulations and also referred to now superceded legislation. Other forms of placement agreement drawn up by local authorities were seen that also failed to cover all the areas comprehensively. The inspector also noted a small number of agreements that were either unsigned by carers or signed in the wrong place. A requirement has been made for the agency to ensure that all aspects of Schedule 6 are in future covered in placement agreements and signed as appropriate.

Overall the administration of the service was good and improvements were noted in various areas compared to the findings of last year's inspection. The input of a fulltime administrator and the oversight and auditing undertaken by the new manager will no doubt continue to improve standards in this area. As a matter of good practice it was advised that inclusion of a completion date on the file audit form would help clarify exactly when identified shortfalls had been met.

Points noted for action in the areas of administration and record keeping following this inspection were as follows:

The formal notification required by Regulation 28(5) and 29(10) sent to carers following initial approval and household reviews was not always evident on files. A copy of notices issued under Regulation 29(10) was also not being sent to either placing or relevant area authorities as required by Regulation 29(12). A requirement has been made to address this.

The register of placed children had some gaps in the information required by Regulation 22 Schedule 2 relating to past children. The child placement chronologies on carer files also did not contain all the information required by Regulation 30(3) and would in the view of the inspector be better as a separate record held within the file rather than on the front sheet as at present. A requirement has been made to address these points.

More generally there was occasional slackness in ensuring all reports assessments and similar documents were clearly dated and signed as required. The manager was advised to remind staff of the importance of good recording practice.

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	3

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

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

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

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

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
1	x
2	x
4	3
5	3
16	3
17	3
18	x
19	x
20	x
21	3
22	3
23	x
24	2
25	2
26	x
27	x
28	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.	22	28(5)(b)	That the agency ensures all foster carer agreements accurately reflect the most recent terms approved by the agency's panel	September 30 th 2005
2.	24	34(3)	That the agency ensures all required areas of information are included in foster placement agreements	September 30 th 2005
3.	25	28(5)(a)	That the agency ensures formal notifications following initial or subsequent approval by the agency are sent to carers, and a copy held on file, and that copies of notifications following reviews or terminations of approval are also sent to placing and relevant area authorities.	September 30 th 2005
4.	25	Schedule 2.1	That the agency ensures both the register of children placed, and the placement chronology on carer files, contain all the information required by regulation	September 30 th 2005
5.	30	24(3)(a)(ii) i)	That the agency ensures the constitution of its panel is in line with the expectations of regulation in respect of the attendance of a director or the responsible individual	September 30 th 2005

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.	6	That the agency ensures risk assessments undertaken of carers homes clearly indicate measures taken to reduce risks identified
2.	9	That the agency amends its guidance to foster carers on child protection processes to address the minor points noted during the inspection
3.	15	That the agency provides fuller evidencing of telephone confirmation of employment references is maintained on staff files
4.	4	That the agency produces a formal report based on the findings of its recent quality survey and supplies a copy as required by regulation to CSCI
5.	16	That the agency explores the further potential of IT systems to track and support the regular recurrent tasks undertaken by staff
6.	25	That the agency amends its file audit form to make clear when required actions highlighted by audit have been completed
7.	25	That the agency reminds staff of the importance of ensuring all case record entries are signed and dated appropriately
8.	30	That the agency puts in place proper procedures for the approval of panel meeting minutes by attending members
9.	30	That the fostering panel makes appropriate use of approvals for specific named children where appropriate

Commission for Social Care Inspection

Cambridge House, 8 Bell Business Park,
Smeaton Close,
Aylesbury,
Bucks, HP19 8JR

National Enquiry Line: 0845 015 0120

Email: enquiries@csci.gsi.gov.uk

Web: www.csci.org.uk

© This report is copyright Commission for Social Care Inspection (CSCI) and may only be used in its entirety. Extracts may not be used or reproduced without the express permission of CSCI