



*Making Social Care  
Better for People*

# inspection report

## RESIDENTIAL FAMILY CENTRE

**Jamma Umoja**

**94 Plaistow Lane  
Bromley  
Kent  
BR1 3JE**

*Lead Inspector*  
**Cheryl Carter**

*Announced Inspection*  
**11th July 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

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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>	Jamma Umoja
<b>Address</b>	94 Plaistow Lane Bromley Kent BR1 3JE
<b>Telephone number</b>	020 8464 3882
<b>Fax number</b>	020 8464 3886
<b>Email address</b>	karen.greene@jamma-umoja.org.uk
<b>Provider Web address</b>	
<b>Name of registered provider(s)/company (if applicable)</b>	Jamma Umoja
<b>Name of registered manager (if applicable)</b>	Karen Marie Greene
<b>Type of registration</b>	Residential Family Centre
<b>No. of places registered (if applicable)</b>	9
<b>Category(ies) of registration, with number of places</b>	

# SERVICE INFORMATION

## Conditions of registration:

1. Registration is granted conditional to the environmental standards being met by 30th April 2004.
2. The centre is registered for a maximum of 9 families, with the following composition in each area:-  
Main Building:  
\* 8 Families, comprising of a maximum of 15 adults and 12 children (this number includes room six 1 adult and 1 child).  
  
Annex Flat:  
\* 1 Family, comprising of a maximum of 2 adults and 1 child.
3. The above conditions have been agreed by the agency.

## Date of last inspection

23rd June 2005

## Brief Description of the Service:

Jamma Umoja is a Residential Family Centre offering assessment and treatment services for a maximum of 9 families. The family centre is situated near the centre of Bromley in a large converted Victorian building. The accommodation is provided over three floors and there is an annexe located on the side of the main building that has a separated access via the rear garden. Some of the rooms provide accommodation for one parent and one child while others can provide accommodation for two parents and up to three children. The Centre has in place systems and structures to monitor and evaluate the care provided. Referrals to the centre are largely received from courts across the UK to enable a full assessment to be undertaken on parents and their parenting skills with their children under close observation and supervision.

# SUMMARY

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

This was an announced inspection carried out on the 11<sup>th</sup> July 2006 at 9.45 am. The Inspector spent a total of six hours at the centre and spoke with 8 out of the nine families currently placed at the centre. The Inspector also spoke to the managers, looked at some case files, observed the staff working with parents, completed a tour of the centre, and met with four care staff. No questionnaires were returned from the health visitors but a questionnaire from one independent social worker was returned.

Management completed the self-assessment questionnaire and a number of policies and risk assessments were made available to the inspector.

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

The service is providing clear assessments for parents to assist social workers and the courts to make decisions about whether parents can provide appropriate safe and nurturing environments for the child/children. Service users are clear about the assessment process and have access to what is written about them. Generally the environment is clean and well maintained.

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

The premises have undergone some refurbishment and redecoration, which has improved facilities for service users and staff. There have been some improvements with the communication between the centre and the Health Visitors, but the managers of the home are continuing to work with their Health Visitor colleagues.

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

The work in the garden needs to be completed to ensure that children have more safe space to explore and have fun.

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

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# 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

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service. Health care, education, employment and leisure facilities are available to meet the needs of the families placed at the centre.

## EVIDENCE:

Currently the Health Visitor does the first visit at the Unit after a family has moved in. This is followed by two or three weekly visits to the Clinic as recommended. Families also have access to the toddler groups.

Staff work with the local authority to provide for service users care plans that address their education needs. Access to education for service users include courses for those who wish to learn to read and write. The centre staff have a positive relationship with the local school that provides emergency placements for children who need to attend school. The school is also willing to attend corporate meetings and reviews as necessary. If the family placed is a couple one parent is encouraged to work. If it is a single parent then it is not always possible for that parent to work. The centre has developed a package to encourage and support families to access education and employment by taking them back to their community and their homes incorporating a home and leisure time assessment. Service users are encouraged to make use of the resources in the local area subject to the consent of the placing authority.

Because of a recent ruling in the court the centre is limited in what can be provided by the centre. Therapy or teaching can no longer be provided. It is what is described as 'cold assessments'. This means that the assessments are no longer based on changing how the family parent but 'how they parent' individually. This makes it difficult especially where parents have a learning disability.



## 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):

8, 9, 10, 11, 12, 13, 15, 22

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service, interviews with three members of staff, two managers and eight parents. The relationship between the staff and service users is good and this creates a supportive and caring environment where service users and their children can feel safe. Procedural guidelines are in place to ensure the privacy and confidentiality of parents and children is protected. There is a satisfactory complaints procedure in place. The home has robust systems in place for the recruitment and induction of staff.

## **EVIDENCE:**

Service user files are very well maintained and held in a safe place. Service users said that they see all the information written about them by staff. One service user told the inspector that having the information shared with her on a daily basis is very important as she knows by the time her assessment is completed there will be no surprises. She says she know when thing are not looking too good she can make an effort to improve. All the service users spoken to were clear about how unacceptable behaviour is dealt with. The information for service users relating to visitors is set out in the Service Users handbook and is explained on admission to the unit. Policies about the home's expectations from social workers and families are given in an admission pack on admission to the centre.

On admission to the centre checks on service users are made ever 1 – 2 hours. If service users are considered high risk then checks are made more regularly. There are systems in place to inform the commission of any significant events.

Parents with other children that are not part of the assessment are encouraged and supported to have their children visit, if this is viable or if it forms part of the care plan.

Information about how to complain is set out in the service user's handbook. The centre has a robust Child Protection and Adult Protection policies.

The Inspector inspected the files of four members of staff. All files seen contained all the relevant documentation including Application forms; references proof of identity and current enhanced CRB checks on all files seen. The manager confirmed that all staff holds a current Enhanced CRB check. Regular checks are carried out for health and safety hazards. Health and Safety records were seen. There was evidence that weekly fire bell tests are carried out.

# 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):

2, 3, 6, 7

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service. There is a planned process for service users who are admitted to the home and the expectations of the placement are made clear to the service user.

There are clear assessment procedures that involve the service user in terms of their progress during their stay.

## EVIDENCE:

Service users who were interviewed by the inspector confirmed that they knew the conditions of their placement and the expected length of stay. One service user interviewed was very vocal about the honesty and openness of the staff. She pointed out that whatever happens with her placement nothing will come as a surprise as the staff have been honest with her throughout. She has daily access to information written about her and feels able to challenge anything she disagrees with.

The home will only take emergency placements if ordered by the court or to prevent a mother and baby being separated. Otherwise there is normally a planning process, which involve the placing authority, the centre and the service user. The centre is doing more 'viability' assessments where the parent or parents come in on their own so that it could be established whether the parents could undertake an assessment. All assessments evidenced assessments of needs of the children and families.

Daily observations of families include activities such as bathing, feeding, playing and interaction between parent and children. These observations are discussed with families at the end of each session. Parents who spoke with the inspector said that they felt well informed about the progress of the placement.

Observations of interaction between staff and the families showed evidence of sound relationships and good working practices by the staff team.

# 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):

19, 20, 21

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service. The physical environment of the centre is generally good and families have a mixture of shared and private space available to them. The home provides a comfortable and pleasant environment, which is safe for service users and their children.

## EVIDENCE:

Internal and external decoration has been carried out since the last inspection. Service users bedrooms are well furnished and suitable for use. The centre is within easy reach of transport, shops and local amenities. There is adequate suitable communal space for service users and their children with kitchen space provided on each floor servicing no more than two families. There is also a self contained flat which accommodates one family, usually a family preparing to return to their own home. The garden is well maintained but there still need more work to make it completely safe. The manager explained that the work on the garden had to be halted due to the hot weather as they were planning to put down turf. The inspector recommends that the work on the garden is completed as a priority. **(Recommendation 1)** There is a laundry room and families take turns to use this area. On the day of the inspection, there were no families using the laundry and the space appeared clean, tidy and free from hazards.

# 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):

1, 5, 14, 16, 17, 18, 23, 24, 25

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service. Management and staff have various skills and qualifications supporting the needs of parents and promoting positive childcare practice. Staff are employed in sufficient numbers to ensure the process of assessment is carried out effectively. Staff benefit from regular supervision and key training.

## EVIDENCE:

The centre has a Statement of Purpose that is updated regularly in line with this Standard.

The family's files are appropriately secured in locked cupboards and only accessed by approved personnel.

Information on files confirmed that the centre was carrying out its functions as stated in the Statement of Purpose. In my discussions with the managers it was raised that the centre was being asked to carry out more cold assessments, this means that no therapy or teaching is offered to families. This change in working with families are not without problems as in many cases the centre is supporting families around their emotional well being, and supporting parents with learning disabilities.

The centre has two managers. The staff team is made up Management, Family Assessment co-ordinators, Family assessment workers Art/Play Therapist and the Administrative staff. There are other professionals who work with the families such as the Drug and Alcohol specialist and Health Visitors. The pre-inspection questionnaire and discussions with staff members indicated that all the staff working in the centre has various qualifications ranging from social work qualifications, NVQ awards, and nursing qualifications. The staff also has experience of working with children. During times of crisis and if a family is risk assessed as high, additional staff is brought in to support that family. Sanctions are not used but family checks may be increased to back to hourly or more or escorting may be reinstated, however these are not sanctions but are related to risks. Placements are only terminated in consultation with the placing authority and the service users.

As with previous inspections the inspector noted that training is given a high priority. Staff have received training in Fire Safety, Child and Vulnerable Adult Protection training, First Aid, Health and Safety and Non-violent crisis intervention.

New staff undergo a period of induction over three months that includes a period of shadowing, familiarising with Policies and procedures and spending time with the family assessment co-ordinator.

A number of staff has been undergoing NVQ 3 and 4. Bromley College has been offering EU funded training courses on various issues. The Chief Executive and the Director of Human Resources appraise the managers annually. The Manager and the Director responsible for Human Resources appraise care Staff annually. Staff spoken to confirmed that they receive supervision three weekly. Banks staff are supervised as required.

Files sampled noted that all the necessary documentation to ensure the safety of the families were on file.

# 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>	3
<b>9</b>	3
<b>10</b>	3
<b>11</b>	3
<b>12</b>	3
<b>13</b>	3
<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>	3
<b>3</b>	3
<b>6</b>	3
<b>7</b>	3

ACHIEVING ECONOMIC WELLBEING	
<i>Standard No</i>	<i>Score</i>
<b>19</b>	2
<b>20</b>	3
<b>21</b>	3

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
<b>1</b>	3
<b>5</b>	3
<b>14</b>	3
<b>16</b>	3
<b>17</b>	3
<b>18</b>	3
<b>23</b>	3
<b>24</b>	3
<b>25</b>	3



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	RFC19	The inspector recommends that the work on the garden is completed as a priority.

## **Commission for Social Care Inspection**

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