

# Care 2 Share Residential Family Assessment Centre

Inspection report for residential family centre

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<b>Date of last inspection</b>	25/06/2012

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## Service information

### Brief description of the service

Care 2 Share is a private organisation formed by a group of child care professionals. The organisation has another residential family centre within the locality. Wallwood Road is able to cater for up to five families. It specialises in supporting parents who have a learning disability.

### The inspection judgements and what they mean

**Outstanding:** a service of exceptional quality that significantly exceeds minimum requirements

**Good:** a service of high quality that exceeds minimum requirements

**Adequate:** a service that only meets minimum requirements

**Inadequate:** a service that does not meet minimum requirements

## Overall effectiveness

The overall effectiveness is judged to be **good**.

Families receive a good service, which has outstanding features. Families benefit from a comprehensive evidence based assessment process and exceptional support. The centre is effective in empowering parents to maximise their potential. Staff are highly skilled, experienced and passionately committed to their role. Exceptionally close partnership working with other agencies and professionals, promotes the best outcomes for parents and children. Safeguarding is at the heart of the centre's work, ensuring all decision making promotes the best interests of children and ensure children and parents are kept safe.

The centre creatively meets the diverse needs of families. Families greatly appreciate the help and support, which is rooted in highly personalised comprehensive care planning, active engagement and consultation. They have extensive opportunities to build on their parenting, self-development, education and life skills. They are also able to enjoy a wide range of activities, focused on enhancing their children's lives. Leadership and management arrangements are strong. Families benefit from a service which is continually evolving to meet their needs. Shortfalls are minor, these relate to ensuring the quality assurance system fully reflects regulatory requirements. This includes residents and staff comments. This shortfall does not have an impact on the high standards of care. The organisation is effectively tackling areas of development. The centre demonstrates a very good capacity to further improve.

## Areas for improvement

## 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 person(s) must comply with the given timescales.

Reg.	Requirement	Due date
25 (2002)	ensure Regulation 25 reports include evidence of interviews with residents and staff (Regulation 25 (4) (a))	01/03/2014
23 (2002)	ensure Regulation 23 considers matters raised by staff. (Regulation 23)	01/05/2014

## Quality of assessment

The quality of assessment is **good**.

Families benefit from a clear, concise evidence based assessment model. Working practices demonstrate a good understanding of child development and attachment theories. Assessments acknowledge the impact of personal history and the challenges parents overcome and continue to face. Assessments are focused on children's protection, welfare and needs. The centre confidently makes difficult decisions in the best interests of children. Assessments positively contribute to effective decision-making as required by the courts and the placing authority. Assessments are of a high standard and recommendations are consistently agreed with. Leaders make changes to the assessment process based on the views of and challenges from parents and involved professionals. Placing authorities comment that assessment are 'robust and of a 'very high quality'.

Families benefit from good placement planning and a very transparent and empowering assessment process. The placement plan, outlines the purpose of the assessment, objectives, how the centre will assess parental skills, support, all the while promoting the safety and welfare of the child. Staff regularly review and analyse the assessment process, enabling it to be purposefully adapted to each family's needs. This includes evaluating parent's learning styles, using pictorial aids and where necessary using interpreting and translation services. Staff successfully work with parents who have wide-ranging needs. This includes parents who have a learning disability, mental health needs, a history of substance misuse and care leavers. Staff take into account specific cultural or religious needs, using a range of assessment tools ideally suited for each parent.

Staff respectfully observe privacy, whilst safeguarding children. The centre appropriately uses surveillance methods. Staff monitor families through the use of close circuit television, focusing only on images and not sounds. This enables parents to continue family life without the constant presence of staff. Parents are fully aware of this and provide written consent to these methods. Parents do not describe

surveillance as being intrusive they comment that they 'forget the cameras are even there'. Staff use footage to assist parents in understanding and identifying areas requiring further support. Parents receive daily feedback, detailing their strengths, progress and areas for development. This information is available in an easy to read format, adapted to the individual; an example being a pictorial report with minimal text.

Parents have an open dialogue with staff enabling them to monitor their progress, contribute and challenge aspects of the assessment process. The views of parents are respectfully embedded in each report, detailing their strengths and their capacity for change. Staff effectively liaise with the child's social worker, through an on-going dialogue and a series of meetings. Placing authorities highlight the high level of communication as being a key strength. After each placement the centre seeks feedback from parents and professionals as part of the quality assurance process. Placing authorities are very complementary, expressing their satisfaction with the assessment process. The organisation is continually striving to improve the assessment process. There is an acknowledgement of the need for assessments to be more research based; the organisation is currently exploring further training in relevant interventions.

## **Quality of care, support and guidance**

The quality of the care, support and guidance is **outstanding**.

Families benefit from an excellent service which provides parents with the opportunity to flourish. Parents respond well to the nurturing environment, unanimously scoring the centre '10 out of 10'. Staff have high aspirations of parents and diligently work alongside them, helping to maximise their potential. The service is focused on proactively and creatively supporting parents. Parents receive a substantial level of support, which includes exceptionally strong key work arrangements, counselling and individually tailored parental and life skills training. Families benefit from the centre's promotion of all aspects of their health and well-being. Staff work with parents to arrange their weekly programme of events which includes key work sessions, attendance at groups, shopping trips and other social activities. The comprehensive range of support dynamically enriches families' lives.

Parents have the opportunity to obtain accredited certificates and qualifications; examples are certificates in baby massage and first aid. Parents also pursue e-learning and external courses. This purposeful range of support helps to build parent's confidence, raising their self-esteem. Parents state they have 'learnt more here' than they 'would have anywhere else'. Parents learn the essential skills they need to meet their child's needs. Parents state their children now have 'a better routine'. They learn an extensive range of practical and interpersonal skills needed to succeed as an adult and as a parent. This includes budgeting, cooking and independent living skills. Parents are able to receive individual assistance to address

specific issues. This includes referrals for substance misuse, domestic violence and their mental health needs. Families also benefit from advocacy services, welfare benefits, debt management, immigration advice and counselling.

The centre has a clear, yet flexible admission process, in response to the needs of each family. Where possible placements are planned. Parents state they were made to feel 'very welcome'. On arrival parents receive comprehensive documentation, which informs their understanding of living at the centre. Parents were very appreciative of the provision of baby equipment; this includes cots, sterilisers and changing mats. On leaving the centre, staff are able to help with the practicalities of moving. They visit the property to ensure families have everything they need and the accommodation meets health and safety requirements. The fire service is also able to install smoke alarms and provide a free safety check on the family's new property. Staff also research local services and groups, which can provide on-going support.

Families positively influence service development through a variety of avenues, which include regularly meeting with staff and feedback questionnaires. Parents have access to a substantial amount of independent support and advice. Throughout the hallways are displays providing information on child development, local resources, advocacy services and national agencies which can assist them. Families quickly become part of the local community. The centre has innovative links with placing authorities and a significant range of external organisations. This includes exceptional relationships with the local children's centre, health visitor, the police, church, surgery and the fire service. The management feel they have 'tapped into the community', enabling them to deliver the best possible outcomes for children and parents. Parents highly value the links with the local church, where they can have their babies dedicated and get involved in charitable works.

The accommodation available for parents and children is of a high standard. Parents find the premises 'homely', throughout the home are photographs of families and their art work. An example of this is the collage on display in the entrance area, which includes their handprints. Families have their own well decorated bed sitting room, which has modern furniture and fittings. Families have a separate laundry room with a washing machine and tumble drier. There is a choice of a large kitchen or kitchenette where they can prepare meals. Communal spaces include a comfortable lounge and a separate play room. The latter has a wide range of books, toys and play equipment. Families are able to promote a more homely feel by bringing in personal items. Families benefit from a back garden and close access to a nearby park, shops, services and amenities. The premises is situated in a residential area close to Leytonstone station, which enables families to access various parts of London and surrounding areas.

Excellent care planning enables parents are to build on their skills and nurture the bond with their child. Plans comprehensively detail each families diverse needs and strengths. This takes into account the gender, disability, race, culture, religion, communication and behavioural needs. Staff creatively assist in helping parents and children develop a positive identity. An example is creating life story books and family tress. Another example is the use of specific pictorial workbooks, to assist

parents who have a learning disability. Parents learn not only to care for their children but also to think about others. An example is their involvement in charitable fundraising events, which includes international disaster and cancer organisations.

### **Safeguarding children and parents**

The service is **good** at keeping children and parents safe and feeling safe.

Families benefit from the centre's strong commitment to safeguarding and promoting the welfare of children. The wide range of policies and procedures meet regulatory requirements. The whole assessment process focuses on protecting children. Staff strive to help parents understand the 'need to prioritise their own and their children's safety'. Parents consistently learn how to keep themselves and their children safe. This includes tackling issues regarding domestic violence and understanding the importance of healthy, positive relationships. On admission into the centre, parents receive information regarding the rules and expectations. There is a good promotion of positive behaviour. Staff do not have to restrain parents or children. They do, however, undertake training in breakaway techniques and de-escalation.

The centre has proactive relationships with the police, social workers, the courts and safeguarding teams, collaboratively working to promote the safety of children and parents. The centre complies with its duty to protect parents and children who may be subject to a child protection plan. Staff receive regular child and adult protection training, which includes specialist training on the needs of specific families. The organisation has a strong links with the Local Safeguarding Children Board (LSCB) and the Local Authority Designated Officer. They regularly receive pertinent information enabling them to keep up-to-date on training and key safeguarding issues. Placement plans detail areas of concerns and where necessary staff complete extensive risk assessments, to address individual issues. Staff effectively manage any safeguarding concerns, promptly referring them to the relevant parties.

Families reside in premises which are physically safe and secure. Close circuit television monitors the external areas. The centre has certificates which verify the safety of the gas, electrical and fire safety equipment. Families participate in fire drills and are familiar with fire safety arrangements. Families receive protection as a result of the organisation's recruitment system and disciplinary procedure. The centre does not employ new staff, unless all the necessary checks have been received. This helps prevent unsuitable persons from working in the home. The disciplinary procedure ensures staff dismissed for gross misconduct are referred to the relevant professional and government bodies.

### **Leadership and management**

The leadership and management of the residential family centre are **good**.

Families benefit from an effective, individually tailored service; which they describe as being an 'overall lovely experience'. Parents state that staff are 'fair' and 'very understanding'. They are 'very satisfied' with the service. Placing authorities

comment on the 'skill and sensitivity of staff' and their 'professional and pro-active' manner. They state that it is 'very encouraging to find this standard and consistency of work'. Other professionals describe the service as 'excellent'. Professionals could not highlight any areas for further improvement. Staff are dedicated to their respective roles. Staff feel they work 'exceptionally well' to help parents succeed. They highlight the need to be 'realistic and offer 'constructive criticism', believing 'parents deserve a fair chance'.

The Statement of Purpose comprehensively details the centre's philosophy, principles and working practices. Families benefit from their own residents' guide. This summarises the service and the main procedures. Parents know how to make a complaint and successfully use this system to voice any grievances. Parents also take the time to compliment the centre; an example of this is the collection of an extensive number of thank you cards. The centre effectively meets the needs of all children and parents, including those relating to disability, age, ethnicity, gender, language and religious belief. This includes educating parents on cultural differences and investigating local resources and services. Families benefit from the centre's strong commitment to equality and diversity, promoting dignity and empowering parents. Staff work cohesively to meet the respective needs of each parent and child.

Families receive assistance from a diverse, experienced stable, committed staff team. Staff have the necessary vocational qualification or the equivalent. Staff believe in empowering families and take satisfaction from seeing parents 'grow as an individual'. The high staffing ratio is centred on the needs of the families. This enables one-to-one supervision on activities, visits and appointments. Families also benefit from night-time support. The organisation provides a wide range of training and support which effectively helps staff to fulfil their role. Staff reflect on their practice and they benefit from regular individual and group supervision, appraisals and team meetings. Staff appropriately maintain confidentiality and securely store personal information. Records are concise, up-to-date and they clearly detail progress. Leaders and managers have relevant qualifications and experience. Leadership is strengthened by very competent, child focussed deputy management arrangements.

Management monitor the service, this includes monthly visits in accordance with Regulation 25. Although these visits include discussions with parents and staff, they are not always recorded. The centre benefits from reviewing the service and produce quality of care reports. Reports include parents views and there is an acknowledgment that they should also include staff comments. The residential family centre demonstrates a capacity for continuing improvement. The service is being continually adapted to address the new regulations and judicial climate. The development plan is forward thinking, it is centred on building on areas of strength. Leaders and managers consistently communicate high expectations to staff and parents. They also keep staff up-to date on serious case reviews, best practice, theories and research. There is a strong commitment to sustaining improvement and excelling in their area of work.



## About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the inspection framework and the evaluation schedule for the inspection of residential family centres.