

Care 2 Share Residential Family Assessment Centre

Inspection report for residential family centre

Unique reference number	SC446588
Inspection date	07/08/2015
Inspector	Sandra Jacobs-Walls
Type of inspection	Full

Setting address	17 Wallwood Road, Leytonstone, London, E11 1DQ
------------------------	--

Telephone number	020 8257 0068
Email	C2swr@btconnect.com
Registered person	Care 2 Share Limited
Registered manager	Samantha Clary
Responsible individual	Mehnaaz Nina Chaudhary
Date of last inspection	12/12/2013

© Crown copyright <CopyrightYear>

Website: www.ofsted.gov.uk

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

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 in the East London area. The Wallwood Road facility is in a residential street, in Leytonstone, within the London Borough of Waltham Forest. The centre is able to cater for up to five families and specialises in supporting parents who have a learning disability. Local amenities are within close proximity to the centre.

The inspection judgements

Outstanding

Good

Requires improvement

Inadequate

The overall experiences of children and parents

The overall experiences of children and parents is **good**.

Staff provide support, guidance and high quality care that results in positive experiences for parents and improved outcomes for children. Families are safe at the centre and are well protected from neglect, abuse and violence. There are very few instances of challenging behaviour and residents generally adhere to established house rules. The premises are secure, comfortable and well-maintained.

Families receive care that meets their individual needs and are actively involved in the care planning process. They share positive relationships with the staff group. Parents receive good advice, support and guidance to help them understand their own capacity to change the way they parent in order to provide safe, nurturing care. They work well with staff to attend to the day-to-day needs of children and establish good daily routines.

Parents and children are welcomed into and leave the centre in a sensitive manner. Staff ensure the views and wishes of families are well considered and that their opinions have an influence of the running of the service and the nature of their care. Families are aware of how to make complaints and any received are managed appropriately.

Staff effectively collaborate with key partners to ensure all involved professionals are aware of placement progress and are able to contribute to placement planning.

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

*These requirements are subject to a statutory requirement notice.

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- Ensure the centre is well-maintained and decorated. In particular, repair the base of one of the baths and the bathroom skirting board (NMS 11.2)
- Ensure that written feedback from stakeholders is appropriately collated by the centre. (NMS 19)

Quality of assessment

The quality of assessment is **outstanding**

The quality of assessments and reports is exceptionally high and they take full account of court instructions and local authority requirements. A local authority social worker comments: 'The quality of assessments and reports has been of a high standard and has been commended by our legal services and by the courts on specific cases. Timescales for producing court requested reports have consistently been met.' Assessments have significant focus on the needs of children. They include excellent analysis and are explicit in outlining case histories, risk and parents' capacity to protect their children. Assessments are based on comprehensive, well-triangulated evidence and are clear about methods used. All assessments reviewed were of exceptional quality, but this is particularly the case for those assessments completed in line with McGaw's Parental Assessment Manual (PAMS).

Staff expertly tailor assessments to meet the specific needs of families; all are conducted in accordance with individual family placement plans. They include; exploration of the impact of parental drug and alcohol misuse, learning disability and mental illness. Assessments are frequently reviewed to address any changing circumstances and highlight the varying levels of support required to promote placement progress. Staff make sound recommendations about the child's future based on their best interest and welfare.

Staff encourage families' keen participation throughout the entire assessment process. A parent comments: 'It's all been crazy, but I understand now why I'm here. For me it's been good...they've been pretty clear about everything. Pretty clear about the assessment. The report made sense.' Feedback from partner agencies about the quality of assessments and reports is consistently positive. A local authority social worker comments, 'Staff have a clear understanding. Excellent reports are provided during and at the end of the process. Clear reports, no use of jargon.'

Staff ensure that feedback is a consistent feature of the assessment and parents are encouraged to challenge elements they are dissatisfied or disagree with. Staff use creative and innovative written and visual cues to ensure parents have a clear understanding about how they are progressing and of any existing or emerging concerns. The centre uses a 'traffic light' themed recording tool to help parents understand issues. One 'red' comment states, 'It is concerning that on (date given) you were observed to be handling X in a very rough way.' Staff ensure that when parents are making positive progress, their efforts are praised. One 'green' entry reads, 'Congratulations for having a positive midway period. It is great that your CCTV is off and your free time increased.' Assessments are realistic about parental capacity for change and the extent to which parents understand how their behaviour impacts on their children.

Staff respectfully observe privacy, whilst safeguarding children. The centre makes appropriate use of its surveillance methods. Staff monitor families through the use of close circuit television and baby monitors. This enables parents to continue family life

without the constant presence of staff. Parents are fully aware of this and provide written consent to the use of these methods upon admission.

Parents and children are welcomed into the centre in a sensitive manner. They, together with involved professionals are encouraged to participate effectively to the assessment process.

Staff practices follow a clear behaviourist theoretical model. Those responsible for completing assessments are highly trained, experienced and skilled. The Registered Manager who currently completes all assessment reports is expertly trained in the use of PAMS; other staff are currently undertaking this specialist training. This is essential for the comprehensive and relevant assessment of parents living with learning disabilities. Staff have an excellent understanding of key issues such as attachment theory and child development, this knowledge supports their sound assessment practices. Leaders and managers continuously review the effectiveness of the assessment process. This is to ensure it meets the needs of families, and to promote the completion of exceptionally high quality assessments that help decision-making about children's futures.

How well children and parents are protected and helped

The service is **good** at how well children and parents are protected and helped.

Staff ensure that the protection of children and their well-being is central to all the centre does. The welfare of children is paramount and they are protected from harm, neglect and abuse. Staff devise care plans that are explicit in identifying potential and known risks. Documented risk assessments are very clear on how the centre intends to reduce and eliminate risks. Staff ensure care plans are carefully monitored and kept current to promote parents' safe caring practices.

The centre pays good attention to equality and diversity issues as they relate to individual families. In particular, assessment frameworks can be modified to ensure the robust assessment of parents living with learning disabilities. Families can readily access translation and interpreting services and the centre works regularly with teenage mothers. Staff strongly promote the involvement of fathers during the assessment process. The service routinely calls upon male staff within the organisation to work directly with male parents. These parents also have good access to groups specifically for fathers. Staff work well with families living some distance from the centre to equip them with necessary skills and confidence to access essential support services within their own communities.

Families live healthy lives while at the centre. Staff ensure that the health care needs of both children and their parents are keenly monitored and all issues are appropriately addressed. For example, families have consistent contact and communication with health care professionals such as midwives and health visitors. Staff ensure children's immunizations histories are well recorded, and families' access

to primary or any specialist health care service is prompt. Staff encourage parents to seek support from mental health professionals as required. Parents also have good access to drug and alcohol preventative resources to address any misuse that may compromise the safe care of their children. Parents have the opportunity to learn about healthy nutrition and attend first aid and food hygiene training for which they receive certificates. A health visitor comments: 'I have worked in partnership with this unit now for several years. The staff have excellent communication skills, they provide me with information about their residents on admission enabling me to undertake new birth or transfer visits.' Staff receive training in the administration of medication; their medication practices are safe and this is to the benefit of children and parents.

Staff ensure that work with families have a significant focus on family dynamics, individual relationships and issues of attachment. Staff provide guidance and sound practical and emotional strategies to help improve family relationships and promote positive attachments. A parent comments: 'I think I'm a better parent. Yes, I think they've helped me to be the parent I want to be. Being here has kept me away from my ex. There's no one to put me down now. When I leave I can just get on with it.' Another parent said, 'I attended the domestic violence sessions. They really opened my eyes – I was really blind at the beginning!'

Staff's work with families to explore parents' ability to develop and sustain healthy attachment with their children and the impact this has on the child's development. Parents routinely attend play and stimulation group sessions, and baby massage is available weekly on site. Parents are appreciative of the opportunity to participate in such learning. A parent says of her experience at the centre, 'When I arrived, I didn't know anything about babies. I have gained a lot of knowledge here. Without it I would be green, not knowing anything.'

Parents are largely very positive about their interaction with the staff team, both parties share mutually trusting relationships. Staff gave an account of how a parent, with a history of shoplifting was recently given the responsibility to purchase food for the centre's charity event. This was in order to demonstrate staff's genuine trust and faith in her. Parents are complimentary about staff's efforts. Asked for their opinion of the staff team, a parent's feedback form states 'Absolutely fabulous, darlings!' The mother of a current resident states, 'The best thing? The way staff are – they're fair and listen to both sides. They're fantastic – you can trust them.' Sharing trusting relationships with the staff team is essential if families are to be honest and open about poor parenting and effectively work towards improving upon the safe care of their children. Staff's partnership working with other professionals is very effective and this also helps keep children safe.

Staff have access to comprehensive child and adult protection policies and procedures. Staff receive ongoing safeguarding training and safeguarding issues are consistently explored in individual supervision and team meetings. Staff are very familiar with the organisation's safeguarding policies and this helps keep families safe. There have been no instances of a child or adult protection nature and no episodes of any family member going missing. Staff vigilance ensures that challenging behaviour rarely occurs and that any anti-social behaviour is promptly

resolved. There have been no notifications made to Ofsted of significant events since the last inspection.

The centre's premises are physically safe and appropriately secure. The building is well maintained and there are good health and safety and fire precaution measures in place. The centre is homely, welcoming and comfortable. Minor repair is noted in two bathrooms. This relates to repair to the base of a bath and repair to the skirting board in a second bathroom. Families are satisfied with their surroundings and feel safe. One parent comments, 'It feels safe here. The cameras help, it's secure.'

Working with partners to improve outcomes

The service is **good** at working with partners to improve outcomes.

Staff liaison and communication with partner agencies is effective. The service regularly works in partnership with local authorities, children's guardians, and health professionals. Links with local community resources are particularly good, and include children's centres and drug and alcohol preventative services.

Staff ensure that involved professionals are kept informed of placement developments and that they have good opportunities to contribute to the centre's work with families. An Independent Reviewing Officer says of working in partnership with the service, 'I have now visited twice to chair two LAC reviews. The unit is very well prepared, there is positive interaction with parents, emphasising that the needs of the children are paramount.' The centre and organisation regularly receives positive feedback from professionals. The organisation however must ensure that it is clear which of the two residential family centres feedback is intended for and that these are not shared between the two services.

Staff encourage families' active involvement with local community events and this has led to creative opportunities. For example at the time of the inspection families were making preparation for a charity 'bake-off' event involving the local church. Parents are encouraged to identify for themselves local resources that they can independently become involved with. This builds parents' self-esteem and widens their local support networks once they return to their own communities.

The effectiveness of leaders and managers

The effectiveness of leaders and managers is **good**.

Leaders and managers of the service have a clear vision and ambition for the continued development and improvement of the service. These are outlined in the centre's development plan, which highlights for example; the recruitment of additional qualified social workers, the development of specialist staff training and an increased focus on practice research. Plans are realistic in promoting the improved

quality of care and outcomes for families. The two recommendations raised at the last inspection have been satisfactorily resolved.

The centre is effectively managed by the Registered Manager, who is an experienced, skilled, qualified social worker with sound management experience. The Registered Manager ensures that she and the staff team are aware of current legislative requirements and that these are readily incorporated into practice. There are effective and efficient systems in place that help monitor the function and operation of the service. The centre's annual review document highlights for example, staff training and recruitment for further development. Monthly independent unannounced visits completed under regulation 25 are consistently conducted and reported upon. These visits assist the service's quality assurance efforts in highlighting strengths and shortfalls and in recommending effective remedial action.

The service is appropriately staffed and well resourced. The organisation has access to additional, appropriately qualified staff to increase the level of supervision if placement needs determine it to be necessary.

The staff team are robustly vetted and all required checks are in place. This helps prevent unsuitable persons from working with vulnerable individuals. The staff team are well supported and receive regular, meaningful supervision. They are further supported by team meetings and periodical team away days. Staff are appreciative of the support they receive. A member of staff comments: 'I feel happy here....Support and supervision is really good. The time offered is a chance to talk about every family and ourselves. I'm able to get feedback about my progression.'

Staff training opportunities are good and improving. The staff team are encouraged to participate in regular training facilitated both internal and external to the organisation. Some staff members are embarking on independent, post graduate study which is supported by the organisation. Staff training is relevant to the centre's work with children and parents. Recent training has included the National Assessment Framework, PAMS, safeguarding and alcohol and drug awareness training.

The centre's statement of purpose is a detailed document that outlines well the aims and objectives of the service. It fully complies with The Residential Family Centres Regulations. Families receive good information about the service upon admission, as an easy-read residents' guide is made available. Families also receive a welcome pack to help settle them in.

The centre's admissions procedures are sound and take full account of children and parents individual and collective needs. Staff devise clear plans to help support families lead positive lives as they leave the centre.

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.