

Foundations Matlock

Apartments 1–7 Lilybank Court, Matlock, Derbyshire DE4 3DQ

Monitoring visit

Inspected under the social care common inspection framework

Information about this residential family centre

This service is registered for six families. It is a new service, registered on 18 July 2018.

Inspection date: 15 October 2018

Date of previous inspection: not applicable as the service has not yet received a full inspection.

This monitoring visit

This announced monitoring visit was planned in response to specific concerns received by Ofsted. The issues raised with Ofsted related to the management of children's safety and welfare, data protection and the effectiveness of leadership and management.

The inspector met with the leadership team, spoke to the lead social worker and met with two parents. Records were also sampled to evaluate the care provided.

No breaches of regulation were identified. One recommendation has been set in order to strengthen practice in relation to placement planning and assessment observations.

Parents feel safe and well supported.

Changes in staff since registration have led to a period of readjustment for the team. However, the responsible individual is committed to ensuring that there is a full team that works cohesively for the benefit of families.

The visit identified that a safeguarding situation which had arisen during the night was poorly managed. This was due to a member of staff failing to follow procedures. During this incident, the on-call manager was not contacted and the sleep-in member of staff was not woken to provide assistance. The child was unharmed.

At the time of this visit, it was evident that the registered manager had already addressed the practice issues arising from this incident. He had also reminded all the

team members about their roles and responsibilities. The registered manager demonstrated that he is developing a culture where learning points are acted on to improve the service.

The concerns raised with Ofsted about data protection were unsubstantiated.

The recording of incidents and safeguarding concerns is detailed and clarifies the actions taken in response to emerging concerns. Initially, the recording of marks or bruises seen on infants and children was recorded on adult body maps. This has been improved through the introduction of more appropriate recording tools.

Weaknesses have been identified in the clarity of family support and assessment plans and linked observations. For example, while a plan sets out that bathing will be observed it does not clarify how often, whether this is every bath time or just occasionally. The detail of required observation was also unclear in the plan sampled. This has the potential to impact on the support and consistency provided to families.

What does the residential family centre need to do to improve?

Recommendations

- The family placement plan should incorporate the requirement of any referring agency and, where applicable, the court, setting out how the level of supervision of family and of parenting will change over time, dependent on progress. This relates to the need to ensure the plan includes risk assessed clarification of the agreement made with the placing team about how many parenting tasks should be observed. Also, the plan should clarify for each family exactly what is required from staff observations and subsequent recording. (Residential Family Centres, National Minimum Standard 9.3)

Information about this inspection

This inspection was carried out under the Care Standards Act 2000.

Residential family centre details

Unique reference number: 1276009

Registered provider: Progressive Care Ltd

Registered provider address: 51 Attercliffe Common, Sheffield, Yorkshire S9 2AE

Responsible individual: Mohammad Ali

Registered manager: Jason Thakar

Inspector

Mary Timms: social care regulatory inspector



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