

Foundations Matlock

Progressive Care Limited
Apartments 1–7, Lilybank Court, Matlock, Derbyshire DE4 3DQ
Inspected under the social care common inspection framework

Information about this residential family centre

This privately owned residential family centre is registered for six families.

Parenting assessments, for both or either parent, are structured over a 12-week period.

The registered manager has worked at the service since the centre opened in July 2018. He is currently working towards the required level 5 diploma in Leadership for Health and Social Care and Children and Young People's Services.

Inspection dates: 9 to 10 July 2019

Overall experiences and progress of children and parents, taking into account good

How well children and parents are helped and protected good

The effectiveness of leaders and managers good

The residential family centre provides effective services that meet the requirements for good.

Date of previous inspection: 15 October 2018

Overall judgement at last inspection: the last Ofsted visit was for monitoring purposes and no judgement was made.

Enforcement action since last inspection: none

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

Recommendations

- There should be a clear and effective policy on the use of surveillance in parenting assessments. (National minimum standard 10.1) In particular, the policy and supporting staff training should be formalised to include links to the requirements of GDPR.
- Staff members left in charge of the centre have relevant experience of working with families and in residential care settings and have successfully completed their probationary period. (National minimum standard 15.2)
- Managers and staff are clear about their roles and responsibilities. The level of delegations and lines of accountability are clearly defined. (National minimum standard 19.3)

Inspection judgements

Overall experiences and progress of children and parents: good

Families receive good support. Parents are consistently positive when talking about the help and guidance they receive. One parent said that she has become increasingly confident because of the support provided. Parents build trusting relationships with staff. Comments from parents include, 'The staff do not judge us.'

Parents have many opportunities to learn new life skills and develop their parenting capacity. Some parents have undertaken foundation skills courses in mathematics and English. Paediatric first-aid training is standard for all parents. Individualised parenting programmes are designed according to assessed needs. Staff also arrange fun activities for families, including craft sessions and group play activities.

Parents have easy access to primary healthcare services. Encouraged by staff, parents improve their knowledge about managing children's health. There are well-established working relationships with local health visitors and midwives. By working together, parents, staff and professionals ensure that children's health needs are met.

In the context of placements mostly being court-directed assessments, parents' views are sought and considered. Parents confirm that they feel involved, are consulted and that they receive regular feedback.

Assessments are well planned and they prioritise children's needs. Evidence-based reports are conducted in line with statutory guidance. Reports are evaluative and analytical. An involved professional said that the final assessment report for a recent placement was 'fair, balanced and well written'. The report enabled the local authority and professionals involved in the court process to understand the parent's capacity to change.

How well children and parents are helped and protected: good

Care arrangements prioritise the safety and well-being of children and families. The team understands the complex vulnerabilities of each family and its members work together to ensure that they are safe. Parents receive consistent guidance and advice about the safety of their children. Placement and assessment plans focus on the management of known and potential risks. Risk management strategies are regularly reviewed and are implemented effectively.

The centre has effective links with local authorities and other safeguarding agencies. There is good communication about safeguarding issues and the management of risk.

The team supports parents to access external agencies for more specialist advice. An example of this is education for parents about the impact of domestic violence on

families. As a result, parents have an improved understanding of issues that affect children and are supported to make informed decisions.

Parents speak confidently about their improved awareness of child safety. As assessments progress, the staff, in consultation with placing teams, support families to demonstrate their ability to keep children safe. When necessary, staff step in promptly to ensure that children are fully protected.

Generally, the safety of the living environment across the centre is good. However, shortfalls identified demonstrate that staff are not fully aware of their roles and responsibilities in maintaining the environment. Staff had not acted to remove an obviously damaged toybox lid in the family group room. Also, the rota to ensure that group toys are clean and hygienic is not fully effective.

The effectiveness of leaders and managers: good

The centre has a well-established and enthusiastic management team. Managers meet regularly and work together effectively to drive forward service developments. The lead social worker, while having no specific management responsibilities, contributes to decisions about the service.

During this first 12 months of operation, there has been a high turnover of support staff. This has resulted in some staff working long hours to cover vacancies. Recent recruitment has improved staffing levels. There is now a full team of permanent support staff. An additional social worker recently started working in the centre and the manager plans to recruit a further qualified social worker. This increase in staffing reduces the pressure on the team and means that staff have more time to work directly with families.

Many of the recently recruited staff have experience of working in differing areas of childcare. However, a high proportion of the team is new to the centre. The use of shift leaders, still within their probationary period of employment, is a weakness in care arrangements.

Staff say that they feel supported. The manager is very focused on staff training and is always looking to improve the training programme.

Involved professionals speak highly of the assessment service provided, including the quality of reports. A placing social worker spoke very positively when reflecting on the progress a parent had made who had recently completed her assessment: 'She has gained her confidence back and they have empowered her.'

Since the centre was registered, closed circuit television (CCTV) has been introduced into individual flats and communal areas, as an optional assessment tool. Arrangements are individualised, and families understand the use of this surveillance. A recommendation has been set at this inspection to develop the surveillance policy and the procedures to make relevant links to General Data Protection Regulations

(GDPR) responsibilities.

Information about this inspection

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Residential Family Centre Regulations 2002 and the national minimum standards.

Residential family centre details

Unique reference number: 1276009

Registered provider: Progressive Care Limited

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

Responsible individual: Mohammad Ali

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Inspectors:

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