

# Pafa (Parenting Assessments For All) Ltd

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Inspected under the social care common inspection framework

## Information about this residential family centre

This residential family centre is registered to accommodate up to four families at any one time. The residential family centre is privately owned. Families access the centre at the direction of the family court and/or the local authority for the purposes of assessment. The manager was registered with Ofsted in August 2019 and holds a social work qualification.

**Inspection dates:** 15 to 16 October 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:** 5 September 2017

**Overall judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

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

### Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Residential Family Centre Regulations 2002 and the national minimum standards. The registered person(s) must comply within the given timescales.

Requirement	Due date
The registered person shall after consultation with the fire authority— make adequate arrangements— for the evacuation, in the event of fire, of all persons in the residential family centre and safe placement of residents. (Regulation 22(1)(c)(iii))	12/11/2019

### Recommendations

- 18: Handling allegations and suspicions of harm  
There is a clear and comprehensive summary on file of any allegations made against a particular member of staff, parent or child. The summary includes details of how the allegation was followed up and resolved, a record of any action taken and the decisions reached. (Residential family centres national minimum standards, page 28, paragraph 18.4)

## Inspection judgements

### **Overall experiences and progress of children and parents: good**

The centre provides families with a high level of support, which is tailored to their individual needs. Parents are helped to implement positive parenting skills through education and ongoing support from knowledgeable staff. There is a detailed programme of education in place to help parents understand the issues that led to their placement in the centre. Parents feel positively about being in the centre and believe their parenting skills are improving because of the support offered.

Staff understand parents' and children's needs, which are clearly identified in the centre's records. Staff are alert to changing needs and use records as live documents, which are regularly updated. This provides clarity and ensures that staff are aware of current information.

During the inspection, staff were observed to support families in a calm, caring and non-judgemental way. Parents reinforced this view, stating that they had positive relationships with staff, felt that they cared and were there to help them.

Parents understand the assessment process and are kept informed about their progress in a clear and measurable way. Four-, eight- and twelve-week review meetings evidence their journey. Throughout their stay, parents are given positive feedback on skills they have mastered and offered advice and support on those they need to continue to develop. This helps them to feel included and gives them an understanding of the process of assessment.

Parenting assessments are undertaken in line with local authority and court directions. The final assessments are clear and articulate. The outcomes and recommendations are in line with the evidence gathered throughout, and the authors have received many compliments about the standard of their work from social workers and courts.

The home itself is a warm and homely environment. Staff are skilled at welcoming and settling families when they first arrive. Positive relationships between the resident parents help new families to settle into the centre.

On a day-to-day basis, families have a positive experience where they are helped to learn skills, engage in the assessment process and, with external professionals, access community facilities and enjoy spending quality time learning to play and positively interact with their children.

### **How well children and parents are helped and protected: good**

Risk assessments identify parental risk factors and known risks to children. There are clear strategies in place to manage and reduce risks. Since the previous inspection, where deficits were noted in risk assessment and management, there has been a

considerable improvement in the understanding and recording of risks.

Education is provided to parents around behaviour which may cause risk to their children. This includes sessions on drugs and alcohol use as well as programmes about domestic abuse. This helps them to understand how to parent safely.

The centre provides a safe environment for parents and children. Managers understand their responsibilities in respect of health and safety. One parent, however, is a wheelchair user and there was no additional consultation with the fire authority and a personal emergency evacuation plan had not been devised in the event of a fire. This is therefore a requirement.

There are minimal incidents of missing from home or physical intervention because staff are skilled at managing and de-escalating incidents. There is a missing from home policy and a recording tool for physical interventions should such incidents occur.

Parents spoken to reported that they felt safe in the centre and understood the expectations of them in caring safely for their children. Social workers spoken to as part of this inspection stated that they were confident that the centre was a safe environment and that staff could manage any safeguarding concerns that arose.

Staff are trained in areas which help to ensure residents' safety, such as safeguarding, fire safety, behaviour management and paediatric first aid. Staff are also trained in medication administration. Systems for the storage of, administering and recording of medication have significantly improved from the last inspection. Although there has been one medication administration error, this was identified at an early stage by the systems in place and addressed with the member of staff. There was no harm caused to the resident.

There is a system in place for the management of allegations against staff. Although such incidents, when they have arisen, have been investigated, the centre should obtain and retain written information from the designated officer about their advice and outcomes, so a clear audit trail can be followed. A recommendation is made to reflect this minor shortfall.

### **The effectiveness of leaders and managers: good**

Managers at this centre have made a great deal of progress since the last inspection and are benefiting from the experience they are continuously gaining. They show commitment to developing and improving the service they offer.

Managers have good understanding and oversight of the centre, which helps ensure that family's needs are met, timely assessments are produced and the centre runs smoothly from an administrative perspective.

Staff report feeling listened to and supported by managers and say they get regular

supervision. They report positively about staff morale and feel that increased staffing levels are having a positive impact on their experience of working in the centre.

Recording systems have improved and records are clear, well organised and kept up to date. Staff sign to say they have read assessments and reports to evidence that they are fully aware of the families' current needs and risks.

Collaborative working is embedded into practice. Managers work closely with social workers to ensure that they deliver the local authority and court-directed programme of work for each family. External agencies are kept informed and involved. The centre also makes good use of community resources, which helps families prepare to live with their children independently when they move on.

Managers have implemented monitoring systems and now complete regular reviews of the quality of care provided to parents and children. These reports show that managers have a good understanding of the centre and of how it is achieving the best outcomes for families.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and parents. Inspectors considered the quality of work and the differences made to the lives of children and parents. They watched how professional staff work with children and parents and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and parents. In addition, the inspectors have tried to understand what the residential family centre knows about how well it is performing, how well it is doing and what difference it is making for the children and parents whom it is trying to help, protect and look after.

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:** 1227599

**Registered provider:** Pafa (parenting Assessments For All) Ltd

**Responsible individual:** Barbara Liversage

**Registered manager:** Barbara Liversage

**Telephone number:** 07786 967 229

**Email address:**

### **Inspector**

Charlie Bamber, social care inspector



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