

# Newington Manor Family Support Service

Newington Manor, Callaways Lane, Newington, Sittingbourne, Kent ME9 7LU

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this residential family centre**

This privately-owned service is registered to conduct residential assessments for a maximum of 10 families. Parents usually have a learning disability diagnosis, while some have additional mental health needs. Community-based assessments are also undertaken, as well as outreach support when this is requested. The manager has been registered with Ofsted since 20 November 2007.

**Inspection date: 29 November 2019**

**Date of previous inspection:** 7 March 2018

### **This monitoring visit**

In February and March 2019, the registered manager made appropriate and timely notifications to Ofsted about a serious safeguarding concern. Once enquiries were concluded, the registered manager told Ofsted that the local authority responsible for the placement advised her that it would be raising a concern with Ofsted about staff practice. Although no concerns have been received, this monitoring visit was undertaken for Ofsted to be satisfied about the management of this incident.

At this monitoring visit, seven families were in residence undergoing assessment. Managers were interviewed, and relevant records were examined. Ofsted's records showed that no complaints have been received in the last two years.

The inspectors found that leaders and managers had referred concerns appropriately to safeguarding agencies at the time of the concern. The subsequent section 47 enquiry decided that no further action was required. The inspectors reviewed other examples of safeguarding incidents and found evidence of good safeguarding practice. In another recent investigation into a child's injury, a Judge commended the centre staff for the way in which this was managed.

Leaders and managers have given serious consideration to a variety of issues which

might be connected to this concern. They have conducted a full and detailed analysis of what was occurring at the time of the concern. They did not find any evidence to indicate that staff practice may have resulted in a child being harmed.

Following their own investigation, leaders and managers did find some issues which could be improved on, such as having a coded entry system in the nursery, to better monitor who accesses this area.

In conclusion, no regulatory breaches were identified from this inspection and no change to the previous inspection judgement was made.

## Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the residential family centre since its last Ofsted inspection.

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

## Residential family centre details

**Unique reference number:** SC367715

**Registered provider:** Symbol Family Support Services Limited

**Registered provider address:** Little Caring Farm, Caring Lane, Bearsted, Maidstone, Kent ME17 1TH

**Responsible individual:** Linda Hall

**Registered manager:** Teresa Branch

## Inspectors

Ruth Coler, social care inspector

Sophie Wood, social care regulatory inspection manager

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