

Selina Cooper House

12 Tickle Avenue, St. Helens, Merseyside WA9 1RZ

Monitoring visit

Inspected under the social care common inspection framework

Information about this residential family centre

This residential family centre is registered to accommodate up to two families at any one time. The residential family centre is privately owned. Families who access the centre may be experiencing difficulties in parenting their babies or young children, including difficulties with education and support components. This could be as a result of their being in care proceedings or having current involvement within the Public Law Outline.

The manager was registered with Ofsted in January 2019. The registered manager has a relevant level 5 qualification.

Inspection date: 21 January 2020

Date of previous inspection: 5 December 2019

This monitoring visit

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.

The residential family centre was judged as inadequate at a full inspection on 5 and 6 December 2019. The inspector found that safeguarding practice, and leadership and management at the residential family centre were poor. Staff did not always have the skills to recognise and act when safeguarding issues arose. Furthermore, it was identified that there was a lack of management oversight and monitoring of quality assurance in the residential family centre. The residential family centre was not led and managed in a manner that was consistent with the aims outlined in the statement of purpose. Two compliance notices were issued under regulations 8 and 12 of 'The residential family centre regulations 2002'.

This monitoring visit was undertaken to monitor the progress made on the two compliance notices issued. The inspector found that the provider had taken significant action to improve the quality of care, safeguarding practice, and leadership and management at the centre. For example, the provider has reviewed and updated its safeguarding policy, introduced a safe sleep policy and improved recording systems at the residential family centre. Furthermore, monitoring and review systems have been strengthened.

There are currently no families residing at the centre. One family moved out of the centre as planned, following the full inspection. Another family had their placement ended by the placing local authority due to the inadequate inspection judgement.

Prior to the two families moving out of the residential family centre, the provider ensured that its risk assessments were reviewed and updated and risk assessments for children were implemented. Consequently, risk assessments are more robust and identify all known risks and strategies to manage and reduce risks to keep children safe.

Additionally, the provider liaised with placing local authority social workers to ensure that placement plans reflect the expectations of the placement and are followed by the staff team. For example, the level of monitoring required for a parent and child is clear and ensures that the child is safeguarded.

The provider has implemented effective systems for placement matching prior to parents and children moving into the centre and ensures that risks are considered in respect of the potential impact on other parents and children's safety.

Improved monitoring systems are helping the registered manager to identify and act to address shortfalls. The provider has implemented more robust management monitoring systems that include monitoring daily logs, risk assessments and parenting session records. The provider has also improved the management oversight and scrutiny at the quality of care reviews and monthly visits under regulations 23 and 25 of the regulations for residential family centres.

Team meetings and group staff supervision have taken place at which the leaders and managers and staff have discussed roles and responsibilities, policies and procedures, reporting and recording, the centre's ethos and the statement of purpose. They have discussed and reflected on the shortfalls identified at the inspection in December 2019, what went wrong and the new policies and procedures in place to improve the quality of care and safeguarding practice at the centre. Additionally, staff have received clear management direction and support. Consequently, improvement in safeguarding practice and the quality and consistency in care is evident.

The two compliance notices have been met. No further enforcement action is planned. However, a further inspection will take place to review how these

improvements are being embedded into the centre's practice, and to ensure that the centre's ongoing development is sustained.

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
<p>The registered person shall compile in relation to the residential family centre a written statement (in these Regulations referred to as 'the statement of purpose') which shall consist of a statement as to the matters listed in Schedule 1.</p> <p>The registered person shall provide a copy of the statement of purpose to the [Chief Inspector]. ('The residential family centres regulations 2002', regulation 4 (1)(2))</p>	17/01/2020
<p>The registered provider and the registered manager shall, having regard to the size of the residential family centre, the statement of purpose, and the number and needs of the residents, carry on or manage the centre (as the case may be) with sufficient care, competence and skill. ('The residential family centres regulations 2002', regulation 8 (1))</p>	17/01/2020
<p>The registered person shall prepare and implement a written child protection policy which—</p> <p>is intended to safeguard children accommodated in the residential family centre from abuse or neglect; and</p> <p>sets out the procedure to be followed in the event of any allegation of abuse or neglect.</p> <p>The procedure under paragraph (1)(b) must in particular provide for—</p> <p>the prompt referral to the local authority in whose area the residential family centre is situated, of any allegations of abuse or neglect affecting any child accommodated in the residential family centre;</p> <p>written records to be kept of any allegation of abuse or neglect, and of the action taken in response;</p>	17/01/2020

<p>consideration to be given in each case to the measures which may be necessary to protect children in the residential family centre following an allegation of abuse or neglect;</p> <p>a requirement for persons working at the residential family centre to report any concerns about the welfare or safety of any child accommodated in the residential family centre to one of the following—</p> <ul style="list-style-type: none"> i. the registered person; ii. a police officer; iii. an officer of the [Chief Inspector]; iv. an officer of the local authority in whose area the residential family centre is situated; or v. an officer of the National Society for the Prevention of Cruelty to Children. <p>(‘The residential family centres regulations 2002’, regulation 12 (1)(a)(b)(2)(b)(d)(e)(f))</p>	
<p>The registered person shall, before providing a family with accommodation in the residential family centre, or if that is not reasonably practicable, as soon as possible thereafter, draw up in consultation with the placing authority a written plan (in these Regulations referred to as ‘the placement plan’) setting out, in particular—</p> <p>an assessment of the risks, if any, which a resident at the residential family centre may present to their own health, safety and welfare or that of other residents or staff at the centre. (‘The residential family centres regulations 2002’, regulation 13 (1)(c))</p>	17/01/2020
<p>The registered person must ensure that conclusions or recommendations are made as a result of the assessment or monitoring and that—</p> <p>such conclusions or recommendations are objective and based on verifiable evidence; and that—</p> <p>the evidence on which they are based is capable of being presented in a manner that is clear, accessible and appropriate to the persons who will need to consider them. (‘The residential family centres regulations 2002’, regulation 13A (4)(a)(b))</p>	17/01/2020
<p>The registered person shall ensure that all persons employed by him—</p>	17/01/2020

receive appropriate training, supervision and appraisal. ('The residential family centres regulations 2002', regulation 16 (5)(a))	
The registered person shall ensure that all persons employed by him receive appropriate training, supervision and appraisal. ('The residential family centres regulations 2002', regulation 17 (5)(a))	17/01/2020
If, in relation to a residential family centre, any of the events listed in column 1 of the table in Schedule 5 takes place, the registered person shall without delay notify the persons indicated in respect of the event in column 2 of the table. ('The residential family centres regulations 2002', regulation 26 (1))	17/01/2020

Recommendations

- Parents are encouraged to communicate their views, wishes and feelings on all aspects of their placement, assessment and support. Staff take account of these views, wishes and feelings in the day to day running and development of the centre. ('The residential family centres regulations 2002', NMS 2.1, page 9)
- The centre provides each parent with sufficient supervision and assistance to protect children from likely significant harm. ('The residential family centres regulations 2002', NMS 5.2, page 12)
- Entries in records are legible, clearly expressed and non-stigmatizing; and distinguish as far as possible between fact, opinion and third party information. ('The residential family centres regulations 2002', NMS 20.5, page 30)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

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

Residential family centre details

Unique reference number: 2483748

Registered provider: Shap Ltd

Registered provider address: 2nd Floor, Lakeside Building, Prescott Road, St Helens WA10 3TT

Responsible individual: Mary Milton

Registered manager: Michelle Smith

Inspector

Lisa Mulcahy: social care inspector

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