

Savannah Lodge Limited

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65 Fir Park, Harlow, Essex CM19 4JU

Inspected under the social care common inspection framework

Information about this residential family centre

This residential family centre provides parenting assessments for up to four families. The families are accommodated in a domestic-type house. Parents must be at least 16 years old, and the service will accept children up to 10 years old.

The manager has been registered since 2019.

Ofsted is aware of the challenges that Covid-19 is currently posing to those we visit. During this visit, the inspectors took into consideration the impact of any measures being taken to slow the spread of Coronavirus by the residential family centre. This has included the effect that these have had on staffing arrangements.

Inspection dates: 16 to 17 March 2020

Overall experiences and progress of children and parents, taking into account	good
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How well children and parents are helped and protected	good
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The effectiveness of leaders and managers	good
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The residential family centre provides effective services that meet the requirements for good.

Date of previous inspection: 28 January 2019

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and parents: good

The centre is well established. The majority of professionals who use the assessment service recommend it. Several professionals commended the service and the staff, emphasising a bespoke approach to assessment.

The semi-detached property is in a residential area of the town, close to amenities. The house sits on the perimeter of a quiet, pleasant housing estate. The reception rooms provide space for communal living. The bedrooms cater for families of varying numbers. The manager has created a balance between a well-maintained registered service and a welcoming domestic home. The families value this.

The parents' capacity is assessed in a clear time frame. Any amendments to time frames are justified with a specific reason and criteria. Instructions from the court inform the family's placement plan. The reports show how the final recommendations are reached. The reports and recommendations are evidence-based, with observations and findings shared with the family throughout the assessment process. Concerns are always shared with families, who provide feedback and ask questions about their assessments. The court reports are clear and well written. The reports meet deadlines and contribute to the final outcome of court proceedings.

The staff work well with the parents and build relationships based on mutual respect. The staff deliver targeted sessions that support the assessment of parenting capacity. This support has enabled some families to turn their lives around and remain as a family unit.

The families are encouraged to share their views in residents' meetings. The manager uses their ideas and requests to influence the purchase of new resources. Because of this, families feel listened to.

How well children and parents are helped and protected: good

Comprehensive planning safeguards the children and reduces the risks to individuals. The risk assessments detail individual risks and guide the staff by providing clear strategies of how to reduce these.

The centre runs smoothly. There have been no incidents or notifiable events at the centre. The families benefit from a safe, stable environment in which the focus is on the assessment. The calm atmosphere gives families a fair opportunity in which they feel equally valued and respected.

The staff receive regular safeguarding training and understand how to escalate safeguarding concerns. The staff discuss whistle-blowing and creating a safe transparent culture in which to work.

The staffing structure ensures that there are enough staff on duty to maintain the safe running of the centre and good support to the families throughout their assessment.

Surveillance is used in bedrooms and communal areas. The level of surveillance is agreed prior to arrival. The use of closed-circuit television is reviewed regularly in agreement with social workers, staff and families. The management team strikes a good balance between each family's privacy and safeguarding the children.

The effectiveness of leaders and managers: good

The registered manager is experienced and qualified. She works well with the service manager and responsible individual to develop and improve the service. Together, they have successfully developed a good reputation that is built on the quality of their parenting assessments.

The previous shortfalls have all been successfully addressed. These considerable improvements are reflected in the overall judgment.

The team continues to build its knowledge and expertise. The recent appointment of a second qualified social worker brings skills and valuable experience to the team. The manager identifies when the staff need support and ensures that they are working together to achieve a rounded and fair assessment process.

The staff benefit from regular support and supervision. The management team actively addresses any practice concerns and identifies areas that require improvement. Supervision records evidence specific actions and target areas that help the staff to improve.

The core staff are developing their assessment experience and knowledge. Good investment in training has upskilled the staff. All staff receive the organisation's mandatory training in the aspects that support their job roles. The staff benefit from a wide range of training that is pertinent to the families who require support and guidance.

The nature of the assessment process results in some complaints. These are resolved and an acknowledgement is sent to each complainant within five days. Complaints are investigated and the outcomes are shared with the complainant. The compliments outweigh the complaints. These include compliments from families for whom assessments are not favourable.

The external monitoring reports vary in depth and quality. Additionally, some reporting has been undertaken by the responsible individual. This generates a conflict of interest and fails to provide a truly independent report and therefore reduces the effectiveness of this external safeguard.

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
Where the registered provider is an organisation or a partnership, the residential family centre shall be visited in accordance with this regulation by— an employee of the organisation or a partnership who is not directly concerned with conduct of the residential family centre. (Regulation 25(2)(c))	26/06/2020

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and parents 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: 1258033

Registered provider: Savannah Lodge Limited

Registered provider address: 8 Ranworth Avenue, Hoddesdon, Essex EN11 9NR

Responsible individual: Lina Chirandura

Registered manager: Sian Young

Telephone number: 01279 315143

Email address: lina@savannahlodge.org

Inspector

Deirdra Keating, Social Care Inspector

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