

Grosvenor House

1 Grosvenor Road, Wallington, Surrey SM6 0EG
Monitoring visit

Inspected under the social care common inspection framework

Information about this residential family centre

This residential family centre is privately owned. It is registered to provide care and accommodation for five families. Families benefit from having their own rooms in a large residential property.

This residential family centre was registered with Ofsted in January 2020. The registered manager was registered with Ofsted at the same time. The registered manager left the centre in May 2020.

Inspection date: 21 August 2020

Date of previous inspection: 8 July 2020

This monitoring visit

Ofsted undertook a monitoring visit to the centre on 8 July 2020. This was initially due to concerns raised by a local authority. Ofsted also received two separate complaints concerning poor leadership and management, prior to the visit.

As a result of significant concerns found during the monitoring visit of 8 July 2020, Ofsted took urgent enforcement action and suspended the registration of the centre on 10 July 2020.

This virtual monitoring visit assessed the residential family centre's compliance with the notice to suspend its registration.

This virtual visit was facilitated by the centre's acting manager. The acting manager showed the inspector around the centre via a camera video link. This confirmed that no families were being accommodated at the centre. Therefore, the residential family centre has complied with the suspension notice.

All parents and their children moved out of the family centre during the weekend of 11 July.

The acting manager informed the inspector that she fully understands the suspension notice and is not accepting any new referrals.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/07/2020	Monitoring	

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>Arrangements for the protection of children</p> <p>The registered person must have in place and implement procedures which are intended to safeguard children accommodated in the residential family centre from abuse or neglect. (Regulation 12 (1) (a))</p>	06/01/2021
<p>Staffing of residential family centre</p> <p>The registered person shall ensure that there is, having regard to— the statement of purpose of the residential family centre, its size and the numbers and needs of its residents; and the need to safeguard and promote the health and welfare of residents, a sufficient number of suitably qualified, competent and experienced persons working for the residential family centre. (Regulation 15 (a) (b))</p>	06/01/2021
<p>Assessments</p> <p>The registered person must ensure that the parents' capacity to respond to the children's needs and to safeguard their welfare is monitored or assessed by a suitably qualified person in accordance with the requirements of this regulation. (Regulation 13A (1))</p>	06/01/2021
<p>Employment of staff</p> <p>The registered person shall ensure that all persons employed by him— receive appropriate training and supervision. (Regulation 17 (5) (a))</p>	06/01/2021

<p>Fitness of workers</p> <p>The registered person shall not— employ a person to work at the residential family centre unless that person is fit to work at a residential family centre; or allow a person to whom paragraph (2) applies, to work at the residential family centre unless that person is fit to work at a residential family centre.</p> <p>This paragraph applies to any person who is employed by a person other than the registered person in a position in which he may in the course of his duties have regular contact with residents.</p> <p>For the purposes of paragraph (1), a person is not fit to work at a residential family centre unless— (a) he is of integrity and good character; (b) he has the qualifications, skills and experience necessary for the work he is to perform; (c) he is physically and mentally fit for the work he is to perform; and (d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 2. (Regulation 16 (1) (2) (3))</p>	<p>06/01/2021</p>
<p>Notice of changes</p> <p>The registered person shall give notice in writing to the Commission as soon as it is practicable to do so if any of the following events takes place or is proposed to take place— a person other than the registered person carries on or manages the residential family centre; a person ceases to carry on or manage the residential family centre. (Regulation 28 (a) (b))</p>	<p>06/01/2021</p>
<p>Fire precautions</p> <p>The registered person shall after consultation with the fire authority— ensure, by means of fire drills and practices at suitable intervals, that the persons working at the residential family centre and, so far as practicable, residents, are aware of the procedure to be followed in case of fire, including the procedure for saving life. (Regulation 22 (1) (d))</p>	<p>06/01/2021</p>
<p>Records</p>	<p>06/01/2021</p>

<p>The registered person shall maintain in respect of each family accommodated in the residential family centre a record which— includes the information, documents and other records specified in Schedule 3 relating to the members of the family. (Regulation 19 (1))</p> <p>In particular, this refers to the date and circumstances of any serious incident involving any member of the family and the details of any accident sustained by any member of the family while accommodated in the residential family centre.</p>	
<p>Records</p> <p>The registered person shall also maintain the records specified in Schedule 4 in respect of the residential family centre. (Regulation 19 (3))</p> <p>In particular, this refers to the family register and a record of all complaints.</p>	06/01/2021
<p>Notifiable events</p> <p>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. (Regulation 26 (1))</p>	06/01/2021
<p>Statement of Purpose</p> <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. (Regulation 4 (1))</p>	06/01/2021
<p>Complaints</p> <p>The registered person must ensure that a written record is made of any complaint or representation, the action taken in response, and the outcome of the investigation. (Regulation 20 (6))</p>	06/01/2021

Recommendations

- Ensure 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 induction and probationary periods. (NMS 15.2)
- Ensure staff are suitably trained and qualified to provide assessments (NMS 1.10)
- Ensure staff complete a written family placement plan, in consultation with the placing authority and agreed, so far as may be practicable, with the parent(s) and, if age appropriate, the child. The plan should specify the objectives and intended outcomes of the placement, details of training, assistance, assessment, supervision and protection to be provided at the centre, and how the child's welfare will be promoted. (NMS 9.2)
- Ensure the family placement plan incorporates the requirements of any referring agency and, where applicable, the court, setting out how the level of supervision of the family and of parenting will change over time dependent on progress. (NMS 9.3)
- Ensure the family placement plan sets out how the effectiveness of the placement is to be assessed in relation to each major element of the plan. (NMS 9.4)
- Ensure there are good quality learning and development opportunities which staff and volunteers are supported to undertake. These may include induction, post-qualifying and in-service training to enhance individual skills and to keep staff up-to-date with professional and legal developments. (NMS 16.2)

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: 2522361

Registered provider: A & S Holder Limited

Registered provider address: 9 Cheam Road, Epsom, Surrey KT17 1SP

Responsible individual: Keith Nicholas

Registered manager: Post vacant

Inspector

Juanita Mayers: social care inspector

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