

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.

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

Inspection date: 8 October 2020

Date of previous inspection: Not applicable as the service has not yet received a full inspection.

This monitoring visit

On 23 July, Ofsted served a notice of proposal to cancel the organisation's registration.

On 3 October, Ofsted served the centre with a notice confirming a further period of suspension.

This announced monitoring visit was to monitor the centre's compliance with the further period of suspension.

Ofsted undertook a monitoring visit at the centre on 8 July. 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.

Because of significant concerns found during the monitoring visit of 8 July, Ofsted took urgent enforcement action and suspended the registration of the centre on 10 July. All parents and their children moved out of the family centre during the weekend of 11 July.

A virtual monitoring visit took place on 21 August to assess the residential family centre's compliance with the notice to suspend its registration. The acting manager showed the inspector around the centre via a camera video link. This virtual monitoring visit confirmed that the residential family centre had complied with the suspension notice.

During the monitoring visit to the centre on 7 October 2020 the acting manager informed the inspector that she fully understood the suspension notice and is therefore, not accepting any new referrals. There was no evidence of families being admitted since Ofsted suspended the registration of the centre.

During this visit the inspector met with two family assessment workers. During their interview with the inspector, they both demonstrated a lack of appropriate knowledge in relation to child protection procedures and safeguarding practice.

The inspector also met with the acting manager, the provider, and the compliance/training manager. The inspector scheduled an appointment to speak with another staff member who is a qualified social worker after the visit. Despite this appointment, the worker was not available for the arranged meeting.

Twelve requirements and six recommendations were made at the monitoring visit on 8 July. The centre has addressed six of these requirements.

All staff have now received safeguarding training delivered by the acting manager. Staff now have access to online training. Courses include domestic abuse, effective reporting, equality and diversity and professional boundaries.

Relevant staff have been enrolled on NVQ level 3 training, although they have yet to start the course. The acting manager undertakes regular supervision with staff.

A compliance/training manager has been employed at the centre since July. Staff now have an initial training and development programme in place. However, the training plan does not record which staff have completed which training or when they require refresher training.

The provider informed Ofsted in July of their registered manager having left. However, this is two months later than the required process.

The acting manager was employed on 27 July. However, no application for her to be registered with Ofsted has been made.

A number of records and policy documents have been put in place. These include a written induction guide for parents, revised safeguarding procedures, a supervision policy and legally required records including logs to report complaints or incidents. The centre's statement of purpose has been updated and includes all required information.

Staff recruitment practices now include the recording of the outcomes of Disclosure and Barring Service checks and the verification of references for staff.

The provider stated that they are seeking to make changes to the leadership and management team. The deputy manager's role, previously held by the provider herself, will be discontinued. The provider indicated that she intends to undertake the role of the responsible individual.

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>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
Employment of staff	06/01/2021

<p>The registered person shall ensure that all persons employed by him— receive appropriate training and supervision. (Regulation 17 (5) (a))</p>	
<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. 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. 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>Records</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>06/01/2021</p>
<p>Complaints</p>	<p>06/01/2021</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>	
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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 should incorporate 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 should set 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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