

Care 2 Share

19 St. Mary Road, Walthamstow, London E17 9RG
Monitoring visit

Inspected under the social care common inspection framework

Information about this residential family centre

This residential family centre is owned and managed by a private provider. The centre is based within the London Borough of Waltham Forest. The organisation also has two other residential family centres based in the East London area. The centre provides parental assessments for up to six families. It specialises in supporting parents who have a learning disability.

Inspection date: 7 October 2020

Date of previous inspection: 27 November 2018

This monitoring visit

This monitoring visit was triggered by a number of complaints received by Ofsted from a parent, via a local authority professional. The complainant expressed concerns about the services they received while staying at the centre:

- A member of staff is unprofessional, and parents found the staff member's conduct intimidating.
- The management team did not respond appropriately to complaints.
- A serious injury occurred to a baby while in the care of staff.
- The premises are not safely maintained.
- Families receive unjustified and negative feedback.

The main outcomes of the visit are as follows:

- Staff are professional when working with families. Their conduct is appropriate, supportive and caring. There is no evidence to suggest that staff bully parents or that they are intimidating toward parents.
- Managers respond appropriately to complaints.

- There is no evidence to support the complaint that a baby was injured while in the care of staff.
- The premises are safely maintained.
- Staff provide feedback to families that accurately reflects the family's progress.

The centre's last full inspection was undertaken on 27–28 November 2018. The overall judgement was 'good'.

The requirements and recommendations raised at the last inspection were not reviewed during this visit and so are repeated.

The responsible individual, several staff members and some parents currently resident at the centre were interviewed during this visit.

The complainant alleged that an incident took place in which a baby's mouth was burned because of staff giving the baby milk that was too hot. No staff member or manager is aware of this incident. The inspector could find no evidence of any such event. Staff spoken with displayed a suitable understanding of how to prepare feeding bottles and the temperature at which these should be given to babies.

The complainant alleged that some staff are unprofessional. It is alleged that a member of staff was unsupportive, intimidating, contradictory in giving advice and unwilling to acknowledge progress that families had made. Parents interviewed did not share this view.

Parents spoken with unanimously identified the staff member as being caring, supportive and professional. One parent said, 'She's easy to get on with. Easy going. She tells us to stop panicking, relax. We go to her when we need advice.'

Managers said that the staff member is popular with families and that they have no issues with her conduct or work performance. This is supported by the staff member's supervision and appraisal records.

Parents confirmed that they know how to make complaints. Most said that they are happy speaking with staff about concerns. This way, issues are promptly resolved. One parent said that they are less confident that their complaints will be addressed. Residents' meetings are another forum for families to share their views about the service.

Records of complaints demonstrated that concerns are addressed promptly and appropriately. Staff encourage families to share their concerns with managers. This is to help resolve issues appropriately and quickly.

The complainant further alleged that staff feedback is not always constructive and, on occasion, unjustifiably negative. Families spoken with said that they appreciate

the way that staff provide feedback about their parenting. One of the centre's feedback tools is based on a traffic light system, where 'red' indicates concerns.

In general, records of tasks undertaken by families are clear about what has been observed and the degree to which the task has been successfully completed. One complaint seen on file, however, was upheld as the parent was able to evidence a mistake in staff's written record of a sequence of events.

The complainant stated that the premises are poorly maintained. Highlighted issues included broken electrical sockets, room temperatures being too high, the house being 'mouldy and damp' and broken floor boards. Repair and maintenance records showed that repairs are completed quickly. For example, previously damaged electrical socket casings have been replaced. In addition, new flooring has been purchased to maintain the quality of the living environment. Families are provided with fans and heaters to keep bedroom temperatures comfortable.

Numerous investigations and repair work have been undertaken to try to resolve the cause of the first-floor shower leak. The provider confirmed that these will continue until the problem is fully resolved.

Most families spoken with said that they are happy with their bedrooms. However, one parent said that they find the windows draughty, while another said that when they first arrived their pillows were not as clean as she would have liked. The provider confirmed that it is now the centre's practice to regularly replace cot mattresses when new babies arrive, and that staff stringently check the condition of all linen and bedroom equipment.

In conclusion, a majority of the concerns raised in the complaint are unsubstantiated. The shortfalls identified are being actively addressed by the provider. There are no concerns that families are being placed at risk of harm.

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 supply a copy of the resident's guide to:</p> <p>each parent accommodated in the residential family centre. (Regulation (3)(a)(b))</p>	01/12/2020
<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>	01/12/2020
<p>The registered person must ensure that full and satisfactory information is available to him in respect of each of the matters specified in Schedule 2. (Regulation 16(3)(d))</p>	01/12/2020
<p>Use of surveillance</p> <p>Subject to paragraph (6) and any requirements for electronic monitoring imposed by a court under any enactment, the registered person must ensure that electronic or mechanical monitoring devices for the surveillance of residents are not used in a residential family centre, except for the purpose of—</p> <p>safeguarding their welfare, or that of other residents accommodated in the centre; or</p> <p>assessment or monitoring carried out under regulation 13A.</p> <p>The registered person must ensure that any use of such devices is subject to the following conditions:</p> <p>the residents are informed in advance of the intention to use the device; and</p> <p>its use is no more intrusive than necessary.</p>	01/12/2020

<p>Where the use of such devices is used for the purpose at paragraph (1)(b), the registered person must also ensure that—</p> <p>the resident being assessed or monitored consents to the use of the device in question; and</p> <p>its use is provided for in the placement plan.</p> <p>The registered person must ensure that staff at the residential family centre are appropriately trained and understand the requirements imposed by this regulation before they use any such devices. (Regulation 21(a)(1)(2)(3)(4))</p>	
<p>Visits by registered provider</p> <p>Where the registered provider is an individual, but is not in day to day charge of the residential family centre, he shall visit the residential family centre in accordance with this regulation.</p> <p>Where the registered provider is an organisation or a partnership, the residential family centre shall be visited in accordance with this regulation by—</p> <p>the responsible individual or one of the partners, as the case may be;</p> <p>another of the directors or other persons responsible for the management of the organisation or partnership; or</p> <p>an employee of the organisation or partnership who is not directly concerned with the conduct of the residential family centre. (Regulation 25(1)(2)(a)(b)(c))</p>	<p>01/12/2020</p>

Recommendations

- Staff understand the nature of records maintained and follow the centre's policy for the keeping and retention of files, managing confidential information, and access to files (including files removed from the premises). There is a system in place to monitor the quality and adequacy of record keeping and take action when needed (NMS 20.3). In particular, ensure that the registered manager monitors the quality of key work records, risk assessments and case discussions and 'traffic light' assessments. All records are to be signed and dated.

- The residential family centre has a record of the recruitment and vetting checks which have been carried out on those working (including as volunteers) for the residential family centre which includes: at least two references, preferably one from a current employer and, where possible, a statement from each referee as to their opinion of the person's suitability to work with vulnerable adults and children (NMS 14.3). In line with safe recruitment guidelines, staff are to obtain and evidence verification of all written references.
- The centre provides facilities for the care of babies and children of all ages (NMS 11.4). This relates to mattresses and pillows.

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: SC067331

Registered provider: Care 2 Share Ltd

Registered provider address: 46 The Ridgeway, North Harrow, Harrow, Middlesex HA2 7QN

Responsible individual: Mehnaaz Chaudhary

Registered manager: Sandra Reynolds

Inspector

Sandra Jacobs-Walls, social care inspector

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