

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 up to five families.

This residential family centre was registered with Ofsted in January 2020. The registered manager resigned her position at the centre in May 2020.

Inspection date: 17 November 2020

Date of previous inspection: Yet to receive a full inspection

This monitoring visit

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.

On 23 July 2020, Ofsted served a notice of proposal to cancel the organisation's registration.

On 2 October 2020, Ofsted served the centre with a notice confirming a further period of suspension.

Monitoring visits undertaken by Ofsted in August 2020 and October 2020 found that the centre had previously complied with the suspension notice.

This announced monitoring visit was to consider the centre's compliance with the further period of suspension. This visit took place virtually due to restrictions/guidance related to the current COVID-19 (coronavirus) pandemic.

The responsible individual, the acting manager and the training manager were present during this visit. The inspector was shown around the centre via a camera video link. This virtual monitoring visit confirmed that the residential family centre had complied with the requirements of the suspension notice.

On 9 November 2020, the applications team at Ofsted sent a new certificate to the setting to reflect the changes in the responsible individual role. Included with this certificate was an attachment requesting that the provider confirm within 10 days the new responsible individual's suitability for this role. During the monitoring visit, the provider stated that she had not received this request. This request for information was re-sent by Ofsted to the provider on 17 November 2020. This is an important process which allows the regulator to assess the suitability of the proposed responsible individual and interview them to this end.

The residential centre has been without a registered manager since May 2020. The acting manager has been in post since July 2020. However, Ofsted has not yet received a completed application for registration. The provider has recruited an external supervisor for the acting manager and one supervision has taken place to date.

The organisation is in the process of recruiting a senior support worker to work alongside the acting manager. The members of the staff team have been furloughed; however, despite this, a core group consisting of one social worker and four family support workers are still having monthly supervisions and are attending training.

Online training has taken place on 'safe sleeping babies' and once the current restrictions are lifted, there is further face-to-face training planned regarding drugs and alcohol misuse. The family support workers have been registered for NVQ level training and have an appointed assessor. Staff are also linked into the host borough's virtual website to enable access to other training courses.

The organisation has appointed a new independent visitor who intends to visit the home and undertake quality assurance visits. The inspector was informed that the first visit is planned for 20 November 2020. Ofsted has been advised that this independent person has previous experience of working in a residential family centre.

The provider has updated the CCTV system, the fire system and some other relevant policies and procedures. Although these steps are welcomed, these are basic processes which should have been in place from the point of registration.

The provider stated that a development/action plan has been completed. However, this has not been shared with Ofsted. A copy has been requested.

Although there have been some improvements to address some of the requirements, the setting appears to be reactive rather than proactive in achieving the changes required.

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—</p> <p>the statement of purpose of the residential family centre, its size and the numbers and needs of its residents; and</p> <p>the need to safeguard and promote the health and welfare of residents,</p> <p>a sufficient number of suitably qualified, competent and experienced persons working for the residential family centre.</p> <p>(Regulation 15 (a)(b))</p>	6 January 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.</p> <p>(Regulation 13A (1))</p>	6 January 2021
<p>Employment of staff</p> <p>The registered person shall ensure that all persons employed by him—</p> <p>receive appropriate training and supervision.</p> <p>(Regulation 17 (5)(a))</p>	6 January 2021

<p>Fitness of workers</p> <p>The registered person shall not—</p> <p>employ a person to work at the residential family centre unless that person is fit to work at a residential family centre; or</p> <p>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—</p> <p>(a) he is of integrity and good character;</p> <p>(b) he has the qualifications, skills and experience necessary for the work he is to perform;</p> <p>(c) he is physically and mentally fit for the work he is to perform; and</p> <p>(d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 2.</p> <p>(Regulation 16 (1) (2) (3))</p>	<p>6 January 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—</p> <p>includes the information, documents and other records specified in Schedule 3 relating to the members of the family.</p> <p>(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</p>	<p>6 January 2021</p>

details of any accident sustained by any member of the family while accommodated in the residential family centre.	
<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.</p> <p>(Regulation 20 (6))</p>	6 January 2021

Recommendations

- Ensure that 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 that staff are suitably trained and qualified to provide assessments. (NMS 1.10)
- Ensure that 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 that 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 that 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 that 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: 1 Grosvenor Road, Wallington, Surrey SM6 0EG

Responsible individual: Urmila Holder

Registered manager: Post vacant

Inspector

Juanita Mayers: social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 4234
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2020