

Care 2 Share Ltd

292 Old Church Road, London, Essex, E4 8BN

Assurance visit

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 owns two other residential family centres that are also based in the East London area. The centre provides parental assessments for up to six families at any one time. It specialises in supporting parents who have a learning disability.

Visit dates: 3 to 4 November 2020

Previous inspection date: Not previously inspected

Previous inspection judgement: Not previously inspected

Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

Findings from the visit

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

The care of children

Families largely have trusted and secure relationships with staff. Families mostly find staff supportive in helping them to improve the provision of safe care to their children. A father said, 'Staff are really helpful and we're making progress. Staff are really easy to talk to.' Staff support families to keep in touch with their families and friends when it is safe for them to do so. During COVID-19 restrictions staff facilitated contact using remote systems. Staff monitored contact with family members when it was deemed to pose risks.

Families have good opportunities to share their views and opinions of the service. Key work sessions and residents' meetings are used to gain the views of parents. Staff make good efforts to ensure that they understand parents' views. For example, staff ensured that interpreters were available to a parent whose primary language was not English. Families know how to make complaints. Staff manage complaints appropriately and sensitively.

Families receive very regular feedback of staff's observations of them, and parents are encouraged to comment on this feedback. A mother explained that, due to her learning difficulties, she could only read writing on paper of a particular colour. She said that staff were happy to accommodate this so that she could fully participate with the assessment. Staff share with parents their written assessment reports, which are then presented to the courts and local authorities.

Children and parents live healthy lifestyles at the centre. Their social, physical and mental health needs are met well. Staff ensure that children and parents have access to external, specialist services when required. During the COVID-19 restrictions, when some community services were closed, staff worked sensitively with parents in key work sessions to address, for example, parents' emotional well-being.

Staff consistently produce comprehensive, evidence-based parental assessments. These explore well the concerns identified by the local authority. A social worker said, 'Staff had a lot of difficulties, but they tried their best to engage with mum in a positive way. They had a fair view of her abilities and did not just give negative feedback but instead were helpful. They were good in offering support. As I prepared for court, they provided good observations and reports.'

The safety of children

Children and their parents are safe at the centre. Risks posed to children and parents are identified early and work planned is tailored to explore and reduce risk-taking behaviour. This helps to protect children and their parents from harm and neglect.

Staff receive good guidance about identifying risks and taking appropriate action to promote families' well-being. However, staff do not consistently receive training in child and adult protection. This training is necessary to ensure that staff are familiar with safeguarding procedures as they relate to the setting.

Information about families is not always kept securely. Managers acknowledged that, in one incident, a note book containing a family's information was not kept secure. A case file reviewed during the visit contained information that pertained to a different family. The confidentiality of information is identified as an area for improvement.

Staff are well prepared and supported to manage challenging behaviour. Incidents rarely occur at the centre because the supervision of families is effective. The staff team has recently received training in de-escalation techniques. This training will further enhance their ability to manage volatile situations well. Managers deal with allegations against staff sensitively and appropriately.

Staff offer families clear and consistent boundaries, so that families understand what is expected of them. Families receive a welcome pack soon after arrival, and initial key work sessions focus on the rules and boundaries of the centre. Throughout the assessment, staff provide clear and regular feedback to families about their progress.

Leaders and managers

Managers place the well-being of families at the centre of their practice. Managers know and understand the needs of families and tailor their assessments accordingly. Leaders and managers took decisive action to ensure that assessments were not negatively impacted upon during COVID-19 restrictions. In most instances, assessments were suspended. This was in acknowledgement of the emerging difficulties and stress posed to families.

Leaders and managers have implemented comprehensive procedures and protocols that address the impact of COVID-19. There are good systems in place to reduce the risk of infection to children, parents, staff and others who access the premises.

Leaders and managers use internal and external monitoring systems to inform and improve services provided. However, the independent visitor occasionally works beyond their specified remit and undertakes additional tasks at the centre. This does not ensure that the role of the independent visitor remains independent of the wider activities of the organisation.

The centre is well managed by a strong leadership team. The home is run by the registered manager. She is supported by the organisation's provider, who is a long-standing care provider and owner of two other successful residential family centres. Leaders and managers are committed to working effectively with families and

providing comprehensive parenting assessments in settings where children are protected from harm and neglect.

The provider employs enough staff to meet families' needs. Staff are well supported, with regular supervision and good training opportunities. This helps them to develop the skills that they need to care safely for vulnerable children and their parents.

The staff's communication with external partners, such as placing authorities, children's guardians and health professionals, is regular and consistent. This helps to ensure that those involved in families' lives are aware of their progress and challenges. This also supports the effective coordination of parental assessments. A local authority social worker said, 'The centre is providing valuable support to the family we placed and there are no concerns at this stage. This gives us the confidence and reassurance we need through tough times like the COVID-19 pandemic. I commend staff on their excellent communication.'

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 ensure that there is, having regard to—</p> <p>the need to safeguard and promote the health and welfare of residents. (Regulation 15(b))</p> <p>In particular, to ensure that all staff periodically receive training in child and adult protection.</p>	01/02/2021
<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>	01/02/2021

the responsible individual or one of the partners, as the case may be;

another of the directors or other persons responsible for the management of the organisation or partnership; or

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))

In particular, ensure that the role of the independent visitor is not compromised by them undertaking other work for the organisation.

Recommendations

- Information about individuals is kept confidential and only shared with those who have a legitimate need to know the information. (NMS 20.4)

Residential family centre details

Unique reference number: 2555815

Registered provider: Care 2 Share Ltd

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

Responsible individual: Mehnaaz Chaudhary

Registered manager: Abbi John

Inspector

Sandra Jacobs-Walls, social care regulatory inspector

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