

# Resolve Care

13 Coventry Road, Ilford, Essex IG1 4QR

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this residential family centre**

This privately owned centre is registered to accommodate nine families. The centre provides community, semi-independent and residential assessments for families where there are risk-related concerns.

The centre has been without a registered manager since July 2020. The acting manager has applied to register with Ofsted and this is currently being processed.

**Inspection date:** 18 March 2021

**Date of previous inspection:** 17 October 2017

## **This monitoring visit**

This visit was triggered by an anonymous complaint to Ofsted. The complainant expressed concerns about the lack of equal opportunities and inclusive practice within the staff team and in the service provided to families.

This visit focused solely on the complaint received by Ofsted. Requirements and recommendations made at the last inspection were not reviewed during this visit and so are repeated. The repeated requirements are in relation to staff supervision and training and monitoring of the service.

The centre's acting manager, staff members and some resident parents were interviewed during this visit. Recruitment records were also reviewed. Everyone spoken to said that families receive an appropriate level of care and that diversity is central to the level of support that is given to families.

The complainant alleged that staff members do not have equal access to senior roles within the centre and that the provider fails to practise inclusivity within the staff team. Information reviewed during the visit does not support this view.

Staff personnel records highlight that all staff are recruited based on their previous experience and qualifications. Staff spoken to confirmed that the current acting

manager is transparent and ensures that all staff have equal access to applying for senior roles within the centre. A member of staff stated that, due to the COVID-19 (coronavirus) pandemic, she was stranded in another country. Due to a poor internet connection, she was unable to apply for an advertised senior role. The manager communicated with her and agreed to extend the application date until she returned to the United Kingdom.

All staff members said that the acting manager operates in a transparent manner and makes herself available to them to discuss any concerns on diversity or anti-discriminatory practice. Staff members confirmed that the previous manager often failed to listen to them, which made them reluctant to discuss unequal practice within the centre. This resulted in staff being reluctant to seek promotion in the centre. One member of staff said that, due to the new acting manager, the staff team is now stable, diverse, strong and able to voice any practice issues.

Parents spoken with confirmed that they feel warmly welcomed on their arrival at the centre. They said that their introductions are managed well by the staff members. Families benefit from a competent and culturally diverse staff team. The staff are confident in their roles and, as a result, parents say that they are very clear on what is expected of them. One parent said: 'Due to the support I receive from the staff team, I understand what is expected of me as a parent. The warmth and support of all the staff gives me the confidence to ask any questions and not feel stupid. I am lucky to be placed here.' Another parent said: 'English is not my first language so the manager ensures that there is always someone on shift or on the telephone to translate when I cannot fully express my needs.'

Parents confirmed that they know how to make complaints. These can be made in writing, in person or anonymously. Parents feel that if they had a complaint it would be managed well. Records of complaints show that managers deal with them promptly and provide families with information about how their complaint is to be resolved.

In conclusion, the issues raised in the complaint received by Ofsted appear unjustified. There are no concerns that the centre is not inclusive for the staff team. There are no concerns that families are being supported differently due to their ethnicity.

## 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 all persons employed by him—</p> <p>receive appropriate training, supervision and appraisal. (Regulation 17 (5)(a))</p> <p>This specifically relates to ensuring that staff have opportunities to increase their knowledge of working with parents with mental health needs.</p>	30 April 2021
<p>The registered person shall establish and maintain a system for—</p> <p>reviewing at appropriate intervals: and</p> <p>improving,</p> <p>the quality of care provided at the residential family centre. (Regulation 23 (1)(a)(b))</p>	30 April 2021

### Recommendations

- The registered person should ensure that they seek feedback following a placement from parents, children (when of appropriate age) and professionals as part of the quality assurance process. (National minimum standard 1.15)
- The registered person should ensure that the manager regularly monitors, in line with the Residential Family Centre Regulations 2002 as amended, all records kept by the centre. (National minimum standard 19.2)
- The registered person should ensure that the centre implements an effective policy that clarifies the purpose, format and content of information to be kept on the parents' and children's files. Records may be kept in electronic form, provided the information is capable of being reproduced in a legible form. (National minimum standard 20.1)

## 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:** SC470687

**Registered provider:** Resolve Care Limited

**Registered provider address:** Northside House, Mount Pleasant, Barnet, Hertfordshire EN4 9EE

**Responsible individual:** Anne Morgan

**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](mailto: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](http://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](mailto: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](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2021