

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: 28 April 2021

Date of previous inspection: Yet to receive a full inspection.

This monitoring visit

Ofsted undertook a monitoring visit at the centre on 8 July 2020. 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 2020. 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.

A series of suspension notices have been issued to prevent the centre from admitting families. Monitoring visits undertaken by Ofsted in August 2020, October 2020 and November 2020 found that the centre had previously complied with the suspension notices.

Suspension notices have not been lifted since the last monitoring visit, on 21 March 2021. The current suspension notice was issued at the last monitoring visit and is dated from 21 March 2021 until 13 June inclusive.

The purpose of this visit was to check compliance with the suspension notice and the progress made with meeting the requirements and recommendations from the previous monitoring visit. This announced visit was undertaken via a video call.

The provider and the acting manager were present during this visit. The inspector was shown around the residential family centre. This virtual monitoring visit confirmed that the residential family centre had complied with the requirements of the suspension notice. No families were living at the premises.

The residential family centre was noted to be clean and comfortable. All areas of the centre were suitably furnished and decorated. Efforts have been made to make the entrance area more vibrant and welcoming. A mural has been painted to help to depict the child's journey, as recommended by the independent visitor. A poster is also on display, which details the 'welcome' phrase in a wide range of languages.

Since the last monitoring visit, the leaders and managers have been adversely affected by the COVID-19 (coronavirus) pandemic. This has resulted in a period of ill health for some leaders and managers, and a bereavement. This has consequently had an impact on the progress made with addressing the requirements and recommendations to improve the service.

The acting manager has recently returned to work, although not on a full-time basis. The acting manager is currently awaiting the outcome of her fit person interview with Ofsted. An interview was held on 14 April 2021.

An interview was held on 11 December 2020 with the provider to assess their suitability for the responsible individual role. Ofsted did not consider the provider suitable due to their insufficient skills and experience. The provider has identified a person with regulatory experience for the responsible individual role. Recruitment checks are currently being undertaken on this individual.

The service has been the subject of monitoring from an independent visitor. There is a clear focus on helping the service to improve. The provider has not undertaken a review of the quality of care. It is the expectation that a review is undertaken annually and a copy of the report is sent to Ofsted.

The main focus since the last monitoring visit has been recruiting staff who share the same ethos as the leaders and managers. Six core staff have been recruited, including a social worker, three family support workers and two night support workers. The social worker worked at the centre for one month, prior to the suspension notice. The social worker is newly qualified and does not have previous residential family centre or core assessment experience.

The assessment process is still being finalised. The assessment process will include motivational interviewing. The service does not have a suitable family placement plan or assessment tools. Staff have not undertaken specific assessment training.

The acting manager explained that assessment training will be undertaken a month before the centre reopens.

The acting manager confirmed that staff had been undertaking extensive safeguarding training via the host authority's virtual website. This has included child protection, neglect and child sexual exploitation training. Staff have also had mandatory training which includes fire safety and health and safety. Staff have also been receiving individual supervision.

Leaders and managers are proposing a phased return to full occupancy. They wish to start with one family for the first month, two families in the second month and three families in the third month. They then propose to only have three families for the first six months. Leaders and managers do not wish to vary their conditions of registration. They wish to maintain the current registration for five families.

Ofsted has received a response to the annual Ofsted survey. Positive feedback was received from staff and a parent. The parent highlighted that the best thing about the centre was the 'well-laid policy and procedures'.

Leaders and managers have submitted a development plan to Ofsted. They feel the staff now have the energy and commitment to make the service work. Leaders and managers admitted it has been very hard finding individuals who have residential family centre experience. This remains an ongoing concern for Ofsted. Previous requirements and recommendations are repeated as it was not possible to check if they have been met.

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—</p> <p>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. (Regulation 15 (a)(b))</p>	1 July 2021
<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>	1 July 2021
<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—</p> <p>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>	1 July 2021

<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. (Regulation 16 (1) (2) (3))</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. (Regulation 19 (1))</p> <p>In particular, there must be a record of 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>	1 July 2021
<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>	1 July 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.</p> <p>The system referred to in paragraph (1) must provide for adequate consideration of matters raised under regulation 18 by persons working at the residential family centre.</p>	1 July 2021

The registered person shall supply to Ofsted a report in respect of any review conducted by him for the purposes of paragraph (1), and make a copy of the report available to residents.

The system referred to in paragraph (1) shall provide for consultation with residents. (Regulation 23)

Recommendations

- The registered person should 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)
- The registered person should ensure that staff are suitably trained and qualified to provide assessments. (NMS 1.10)
- The registered person should 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)
- The registered person should 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)
- The registered person should 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)
- The registered person should 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

Sharon Payne: Social Care Inspector

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