

Chariteens Residential Family Centre

10 Khartoum Road, London E13 8RF
Monitoring visit

Inspected under the social care common inspection framework

Information about this residential family centre

This centre is registered to carry out parenting assessments for up to 6 families, the centre also facilitates psychological assessments, drug and alcohol testing and counselling.

The manager registered with Ofsted in March 2015. There is currently one family undergoing an assessment at the residential family centre.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, Ofsted suspended all routine inspections of social care providers on 17 March 2020.

Inspection date: 9 September 2021

Date of previous inspection: 15 May 2019

This monitoring visit

This monitoring visit was triggered after Ofsted received a complaint about the residential family centre. The concerns raised in the complaint include:

- Managers and staff are unprofessional, are rude and disrespectful and dismissive of parents' wishes.
- On one occasion, staff walked into a parents' bedroom without permission.
- Staff failed to attend court as expected to be cross-examined by the parent's solicitor.
- Staff refused to allow a parent to attend a remote court hearing in private, without staff being present.
- Staff were inconsiderate in managing a parent's supervised contact with her baby.

- Staff do not provide appropriate support. This relates to drugs counselling and couples relationship counselling.
- Direct work with families is limited to watching videos. There is no baby massage, cooking or arts and crafts sessions.
- The property has a leaking roof that lets water in, and the property has rats.
- Debt collectors have visited the centre.

This monitoring visit found that:

- Managers and staff are professionally courteous when speaking with families.
- In line with safeguarding procedures, staff will enter a family's bedroom without permission if there are immediate concerns over a child's safety.
- There is no evidence to indicate that staff have failed to attend a court hearing when requested to do so.
- Managers have no records or knowledge of a parent attending a remote court hearing.
- Staff manage parents' supervised contact with their child appropriately.
- Staff regularly facilitate sessions that focus on baby massage, food preparation and arts and crafts activities.
- Staff provide appropriate support to families, including parents accessing drug counselling and couples relationship counselling.
- Managers have no knowledge of debt collectors calling at the centre or of any financial difficulties.
- The property is suitably maintained. There is no evidence of structural damage and procedures are in place for dealing with any risks relating to rodents.

The registered manager, staff and two social work students from a local authority were interviewed during the visit. The family staying at the centre did not speak with the inspector.

The registered manager is aware of the concerns that have been reported to Ofsted. These had been raised directly with her. However, none of the reported concerns had been centrally recorded to show how these were managed and resolved. This does not demonstrate an effective management system for dealing with complaints.

Staff are provided with useful techniques to help them to defuse volatile interaction with parents. However, staff are yet to receive training in conflict resolution or behaviour management. The delay in securing this training means that staff have not been afforded the right help to develop their skills in managing challenging behaviour.

The residential family centre offers a counsellor service one day a week. Parents are

encouraged to make appointments to access this service.

Requirements and recommendations raised at the last inspection have not been reviewed at this visit and therefore remain in place.

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; and</p> <p>are enabled from time to time to obtain further qualifications appropriate to the work they perform. (Regulation 17 (5)(a)(b))</p> <p>In particular, staff training to include a focus on managing allegations against staff and managing challenging behaviour.</p>	1 December 2021
<p>The registered person shall establish and maintain a system for—</p> <p>reviewing at appropriate intervals; and</p> <p>improving, the quality of care provided at the residential family centre. (Regulation 23 (1)(a)(b))</p> <p>In particular, that the provider monitor the quality of staff's recording of risk assessments, key-work sessions and placement plans. Case files are kept updated and orderly.</p> <p>This requirement was made at the last inspection and was not reviewed at this monitoring visit.</p>	1 December 2021
<p>If, in relation to a residential family centre, any of the events listed in column 1 of the table in Schedule 5 takes place, the registered person shall without delay notify the persons indicated in respect of the event in column 2 of the table.</p> <p>The registered person shall without delay notify the parent accommodated in the residential family centre with a child of any significant incident affecting the child's welfare unless to do so is not reasonably practicable or would place the child's welfare at risk.</p>	1 December 2021

<p>Any notification made in accordance with this regulation which is given orally shall be confirmed in writing.</p> <p>References in column 1 of the table in Schedule 5 to a centre shall be construed as references to a residential family centre.</p> <p>References in column 2 of the table to a local authority shall be construed as references to the local authority in whose area the residential family centre is situated. (Regulation 26 (1) (2) (3) (4) (5))</p> <p>This requirement was made at the last inspection and was not reviewed at this monitoring visit.</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. (Regulation 20 (6))</p>	1 December 2021
<p>The procedure under paragraph (1)(b) must in particular provide for—</p> <p>written records to be kept of any allegation of abuse or neglect, and of the action taken in response. (Regulation 12 (2)(d))</p> <p>This requirement was made at the last inspection and was not reviewed at this monitoring visit.</p>	1 December 2021

Recommendations

- The registered person should ensure that all new care staff have a minimum level 3 Children and Young People's Workforce Diploma, which must include mandatory social care units, or be working towards the relevant qualifications within six months of confirmation of employment. Staff may also find it helpful to have a level 3 award or certificate in Work with Parents or level 4 award in Work with Parents. (NMS 16.5)
- The registered person should ensure that the individual programme for each resident family is based on the placing authority's assessment of their need which identifies the purpose and scope of the residential assessment of parenting skill and capacity and any support which will be provided. This programme is set out in the family placement plan. (NMS 7.4)

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: SC474728

Registered provider: Chariteens Residential Family Centre Ltd

Registered provider address: 10 Khartoum Road, London E13 8RF

Responsible individual: Eveline Serwadda

Registered manager: Rita Isingoma

Inspector

Sandra Jacobs-Walls, Social Care Regulatory Inspector

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