

# Family Ace Limited

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Inspected under the social care common inspection framework

## Information about this residential family centre

This residential family centre is registered to accommodate up to five families at any one time. The residential family centre is privately owned. Families access the centre at the direction of the family court and/or the local authority for the purposes of assessment.

The manager registered with Ofsted in June 2019, when the residential family centre became operational.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

### Inspection dates: 8 and 9 December 2021

**Overall experiences and progress of children and parents, taking into account**      **good**

How well children and parents are helped and protected      good

The effectiveness of leaders and managers      requires improvement to be good

The residential family centre provides effective services that meet the requirements for good.

**Date of previous inspection:** not previously inspected

**Overall judgement at last inspection:** not applicable

**Enforcement action since last inspection:** not applicable

## Inspection judgements

### **Overall experiences and progress of children and parents: good**

Children and parents build trusting relationships with staff. Parents expressed that they value the positive relationships they share with staff. The staff team actively promotes parents' personal well-being by helping with the children when needed. This is done in a way that does not undermine parents and enables families to care more effectively for their children. Consequently, families are making good progress and are developing their parenting skills.

Professionals reported positively about effective lines of communication and staff being proactive with regard to any safeguarding matters. One social worker said: 'I am confident that staff take action when concerns arise.' The inspectors observed a relaxed and friendly atmosphere. The staff were nurturing with the families, and parents were responsive to the staff's guidance.

The centre employs two qualified social workers to undertake family assessments. The social workers are supervised, and their work is quality-assured by a senior social worker. The social work assessments are balanced, well written and make clear recommendations based on the evidence relating to parental capacity.

Staff spoken to were knowledgeable about the families residing in the centre. They are confident about performing their roles. They understand what is expected of them in relation to direct work and observations as part of the parenting assessment.

The centre provides numerous support sessions for healthy living and well-being. This includes a course which supports parents with their development and creating a positive environment for their children. Parents are educated about basic parenting skills and child development in the initial stages of their placement that assesses capability.

The centre has a course for independent living skills, which includes a focus on healthy habits. This enables parents to enhance their independence skills through cooking sessions, budgeting and debt management. They also receive assistance to access useful resources within the community, such as Sure Start, to extend their network of support. This ensures that support is available to families who return to live in the community with their children.

### **How well children and parents are helped and protected: good**

Parents are supported to safeguard their children and equally vulnerable parents are supported to keep themselves safe. Staff are good role models for parents. They provide clear guidelines and boundaries for parents to follow. Consequently, there have been no serious incidents. Incidents of parents being reported missing from the centre are very rare.

Risk assessment are started at pre-placement. Robust processes are in place to ensure that staff understand risks for parents and their children prior to admission. Control measures and agreed levels of staff supervision are identified to minimise risks. Parents are provided with a detailed induction to the centre, which includes clear expectations relating to acceptable behaviour.

Assessment work is underpinned by safeguarding. Risk assessments give staff clear guidance about immediate action that they should take to safeguard parents and their children. They are kept up to date to include any significant information relating to any incidents of concern. Equally, parents understand the measures that are in place to keep them and their child safe.

Incidents of parents co-sleeping with their children are responded to appropriately in order to safeguard children. Relevant discussions with parents are undertaken following any incidents of co-sleeping. Safer sleeping risk assessments are completed, and the centre seeks advice from external organisations on safe sleeping.

The use of surveillance systems is made clear to parents from the point of admission. When surveillance systems are not used for the purposes of the assessment, cameras are switched off to respect the privacy of parents. Appropriate consent documentation agreements are on file to evidence that parents understand the reasons for surveillance systems being used.

Parents know how to complain. Their complaints are treated seriously and are responded to promptly. They also benefit from regular meetings where they can collectively discuss issues. Staff resolve any conflicts between families quickly and effectively. This ensures that the environment remains relaxed and harmonious.

### **The effectiveness of leaders and managers: requires improvement to be good**

The standard of decoration and cleanliness in some parts of the centre needs addressing immediately. Some areas look worn and cluttered. Furthermore, when damage has occurred this has not been repaired. Staff do not consistently monitor the safe storage of food in the kitchen. Staff undertake work with parents to promote good food hygiene but this has not been effective. Sensitive information regarding individuals was on display on a noticeboard; this practice does not protect the confidentiality of individuals in the centre. However, this was addressed during the inspection.

The centre's statement of purpose requires updating to reflect current behaviour management training, staff qualifications and experience relevant to their roles. In addition to this, the manager could not evidence that she had sent an updated statement of purpose to Ofsted, following changes to the document, in line with regulation.

On one occasion, safer recruitment was not adhered to. The manager failed to ensure that all written references were obtained and suitably verified for one employee, prior to their employment commencing. That said, the manager had identified this shortfall prior to the inspection and a comprehensive audit has been implemented to ensure that employment checks are completed appropriately. Additionally, the members of the senior leadership team have recently attended safer recruitment training to refresh their knowledge and understanding of safer recruitment.

The manager knows the families very well. She is invested in them and is proactive in advocating on their behalf. The manager is clear about the progress that parents make while in the centre. She has realistic expectations of what parents can achieve in their time at the centre, during their individual assessment.

Staff said that they work in a supportive environment where managers pay attention to their welfare. All staff receive regular practice-related supervision. Their training needs are promoted, and they are provided with opportunities to develop their skills and knowledge. Team meetings are purposeful. They give the staff team clear guidance, so they work together consistently to meet the needs of the families.

There have been numerous staff changes in the last year. A recommendation has been raised to maintain the stability of the staff team, in order to provide continuity of care to families.

The manager completes a comprehensive review of the quality of care report. This demonstrates that the manager knows the strengths and weaknesses of the service and considers ways that it can develop and improve. The manager's oversight of all records is consistent. She completes monitoring reviews following any incidents to enable her to take action to safeguard families or improve the service.

## 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 Centres 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 compile in relation to the residential family centre a written statement (in these Regulations referred to as “the statement of purpose”) which shall consist of a statement as to the matters listed in Schedule 1.</p> <p>The registered person shall—</p> <p>keep under review and where appropriate revise the statement of purpose and resident’s guide; and</p> <p>notify the [Chief Inspector] within 28 days of any such revision. (Regulation 4 (1) (4)(a)(b))</p>   | 21 January 2022 |
| <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>For the purposes of paragraph (1), a person is not fit to work at a residential family centre unless—</p> <p>full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 2. (Regulation 16 (1)(a)(b) (3)(d))</p> | 21 January 2022 |
| <p>Subject to regulation 4(6), the registered person shall not use premises for the purposes of a residential family centre unless—</p> <p>the premises are suitable for the purpose of achieving the aims and objectives set out in the statement of purpose; and</p>   | 21 January 2022 |

|  |  |
|--|--|
| <p>The registered person shall ensure that—</p> <p>all parts of the residential family centre are kept clean and reasonably decorated. (Regulation 21 (1)(a) (2)(c))</p> |  |
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## Recommendations

- The registered person should ensure that they make every effort to achieve continuity of staffing. ('Residential family centres: national minimum standards', 15.4, page 24)
- The registered person should ensure that information about individuals is kept confidential and only shared with those who have a legitimate need to know the information. ('Residential family centres: national minimum standards', 20.4, page 30)

## Information about this inspection

Inspectors have looked closely at the experiences and progress of children and parents using the 'Social care common inspection framework'. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Residential Family Centres Regulations 2002 and the national minimum standards.

## **Residential family centre details**

**Unique reference number:** 2527328

**Registered provider:** Family Ace Limited

**Registered provider address:** Maghull Business Centre, 1 Liverpool Road North,  
Liverpool L31 2HB

**Responsible individual:** Joanna Bannon

**Registered manager:** Clare Todd

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## **Inspectors**

Cheryl Field, Social Care Inspector

Claire Deary, Regulatory Inspection Manager

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