

Jennens House

J.A.C.S Specialist Limited

66-68 Wednesbury Road, Walsall WS1 3RR

Inspected under the social care common inspection framework

Information about this residential family centre

This residential family centre is privately owned and run. The primary purpose of the centre is to support local authorities, courts, parents and children in the provision of fair and evidence-based parenting assessments.

The centre is registered to accommodate up to seven families. Families usually stay at the centre for 12 weeks for their assessment. A range of assessment methods are used.

The residential family centre was registered on 6 October 2021. There is a suitably qualified registered manager in post.

Inspection dates: 19 and 20 January 2022

Overall experiences and progress of children and parents, taking into account inadequate

How well children and parents are helped and protected inadequate

The effectiveness of leaders and managers inadequate

There are serious and/or widespread failures that mean children and parents are not protected or their welfare is not promoted or safeguarded and/or the care and experiences of children and parents are poor.

Date of previous inspection: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and parents: inadequate

This is the first inspection for the residential family centre since it was registered in October 2021. The inspector identified serious and widespread concerns across all areas of care for children and their parents. Children and their families were at risk of harm.

When families arrive at the residential family centre, they have a planning meeting with staff in which the rules and aims of the centre are explained. However, not all parents are provided with a copy of their placement plan. Therefore, they are not provided with a clear understanding of the expectations or aims of their assessment. Placement plans are not sufficient and lack the required level of detail in relation to children's and parents' health needs. Staff do not review or update plans on a regular basis. For example, plans do not include new information and advice from health professionals. One family's plan had not been updated since November 2021, despite there being a significant decline in the parents' mental health. This lack of detail does not ensure that children's and parents' health needs are met.

Medication arrangements are unsafe and place families at risk. Poor management of medicines has resulted in occasions when children have not received their prescribed medication at the right time. When staff have been aware of omissions, they fail to report this in a timely manner. Medication is not always signed in by staff. Staff, therefore, have limited knowledge of what medication is on the premises. Additionally, staff are not consistent in recording when parents have taken their medication, and therefore staff are not able to identify if correct dosages have been taken.

Staff fail to provide parents with regular direct work. The lack of in-depth sessions fails to provide parents with the opportunities to enhance their parenting skills and help them to safely care for their children. For example, one family who have been at the centre for over six weeks have not been provided with any preventative work, despite this being a recommendation from court. Group sessions do not take place on a regular basis. This shortfall does not provide parents with the support they require.

Parents with additional needs receive inadequate support. Staff are not skilled enough to adapt their communication to meet effectively the learning needs of parents. For example, staff do not follow expert assessments when working with parents. As a result, parents are unable to communicate their understanding of their children's needs. This does not demonstrate staff's commitment to ensuring that the assessment process is accessible in meeting the needs of the families they provide a service to.

Assessment reports do not clearly or skilfully analyse the families' progress. Reports are not evaluative and do not provide accurate and valuable insights into the

abilities of families, balancing risk and protective factors. Managers fail to demonstrate evidence that supports the conclusions and recommendations in assessment reports. Assessments do not have sufficient detail of the future support that families will need once they return to the community.

Parents spoken to during the inspection spoke positively about the residential family centre and the positive relationships that they have with the registered manager and staff.

How well children and parents are helped and protected: inadequate

Families do not receive safe and effective care. The registered manager and staff do not understand their safeguarding roles or responsibilities. Safeguarding procedures are not robustly implemented to ensure that children are protected when an allegation of potential abuse occurs.

Staff are not fully aware of how to deal with risky and difficult situations. Risk assessments and placement plans lack detail. For example, incorrect information was recorded in the risk assessment about the level of monitoring a family required. As a result, a parent and child were not monitored to the level agreed as required by the placing local authority.

Managers and staff fail to provide families with sufficient levels of supervision. They are unclear about the levels of supervision each family requires. Important documents for children and their parents fail to detail required levels of supervision. This leaves staff unclear of the level of supervision and support required to keep families safe. For example, one family has not been monitored or supervised as the local authority would have expected. Closed-circuit television is not used effectively, and records indicate this family was left without supervision for long periods of time. This puts very vulnerable children and families at risk of harm.

Managers allow families to progress to spend unsupervised time away from the residential family centre. However, they do this without a robust review of risk. Records to demonstrate decision-making or risk management are poor. This does not help to evidence the ability of parents to keep children safe.

The standard of record-keeping is poor. Records of serious incidents contain insufficient detail. For example, during the inspection, the inspector noted that an accident form failed to demonstrate the decision-making in the case of medical attention not being sought for a child following a significant incident. The poor recording and lack of records leave children and parents vulnerable and prevent local authorities from being fully informed of concerns and safeguarding issues.

In the event of a serious incident, notifications are not always sent to Ofsted.

Recruitment practice fails to confirm that staff are suitable to work with vulnerable families. Managers were unable to evidence that all written references are verified,

that updated Disclosure and Barring Service checks had been obtained, or confirm staff's qualifications.

The effectiveness of leaders and managers: inadequate

Managers fail to lead and manage the residential family centre in a manner that is consistent with the aims outlined in its statement of purpose. Managers cannot demonstrate that the care provided meets the individual needs of children and parents, or promotes their safety and welfare effectively.

Staff do not receive sufficient training to provide them with skills to safely care for families. For example, staff have not completed training on safeguarding vulnerable adults, paediatric first aid and learning disabilities awareness.

Management monitoring systems are not effective. For example, some documents had not been reviewed or scrutinised for errors, and families are not routinely consulted about their views on the running of the centre. The registered manager has limited knowledge of the strengths and weaknesses of the service and does not have a robust plan to develop the service.

The registered manager has failed to demonstrate a thorough knowledge of the needs of each family residing at the centre. During the inspection, the registered manager was unable to inform the inspector what progress families were making, areas in which families were failing to make progress, and the status of their assessment. This failure to have oversight of families' assessments has a negative impact on the registered manager's ability to fully understand the care and support being provided to families during their assessment period.

Staff do not receive good-quality induction or regular supervision. Opportunities for staff to reflect on practice are limited. As a result, staff do not have the opportunities to develop important care skills that would help them to work more effectively with families.

Since the centre has been registered, only one visit by the registered provider under regulation 25 has been undertaken. The quality of the report is poor and does not provide an analytic overview of the service. This hinders the regulator as well as the manager in monitoring the service.

Maintenance issues that arise in the centre are not addressed quickly and effectively. For example, there was a delay in securing radiator covers, despite one radiator cover falling on a child. Following this incident safeguarding procedures were not robustly followed. In addition, a shower unit in one of the flats is covered in mould. This has a negative impact on the environment for children and parents.

Professionals told the inspector that communication from the registered manager is no sufficient. One social worker stating that they had not been updated when levels of supervision had been changed. In addition, an independent reviewing officer told the inspector that they had concerns regarding the lack of work that had been

undertaken with their family. As a result, managers are not working effectively with professionals to meet the needs of children and families.

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 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>Subject to paragraph (6) the registered person shall ensure that the residential family centre is at all times conducted in a manner which is consistent with its statement of purpose. (Regulation 4 (1) (5))</p>	17 March 2022
<p>A person shall not manage a residential family centre unless he is fit to do so.</p> <p>A person is not fit to manage a residential family centre unless—</p> <p>having regard to the size of the residential family centre, the statement of purpose, and the number and needs of the residents—</p> <p>he has the qualifications, skills and experience necessary to manage the centre. (Regulation 7 (1) (2)(b)(i))</p> <p>This specifically relates to ensuring that the manager has the skills to have sufficient oversight of the families living at the centre.</p>	17 March 2022
<p>*The registered person shall ensure that the residential family centre is conducted so as to—</p> <p>promote and make proper provision for the health and welfare of residents;</p> <p>make such provision for the care, treatment, education and supervision of residents as is appropriate to their age and needs.</p>	17 March 2022

<p>The registered person shall, so far as is practicable, ascertain and take into account the wishes and feelings of residents when making decisions concerning their health and welfare, or the manner in which they are treated. (Regulation 10 (1) (a)(b) (2))</p> <p>This specifically relates to ensuring that parents and children's health needs are met.</p>	
<p>*The registered person shall make arrangements for the recording, handling, safe keeping, safe administration and disposal of medicines received into the residential family centre.</p> <p>The registered person shall ensure that—</p> <p>all parts of the residential family centre to which residents have access are so far as reasonably practicable free from hazards to their safety. (Regulation 11 (2) (4)(a))</p> <p>This specifically relates to the centre having a clear medication policy.</p> <p>It also relates to ensuring the physical environment is safe for families.</p>	<p>17 March 2022</p>
<p>*The registered person shall prepare and implement a written child protection policy which—</p> <p>is intended to safeguard children accommodated in the residential family centre from abuse or neglect; and</p> <p>sets out the procedure to be followed in the event of any allegation of abuse or neglect.</p> <p>The procedure under paragraph (1)(b) must in particular provide for—</p> <p>liaison and co-operation with any local authority which is making child protection enquiries in relation to any child accommodated in the residential family centre;</p> <p>written records to be kept of any allegation of abuse or neglect, and of the action taken in response. (Regulation 12 (1)(a)(b) (2)(a)(d))</p>	<p>17 March 2022</p>

<p>*The registered person shall, before providing a family with accommodation in the residential family centre, or if that is not reasonably practicable, as soon as possible thereafter, draw up in consultation with the placing authority a written plan (in these Regulations referred to as "the placement plan") setting out, in particular—</p> <p>the facilities and services to be provided during the course of the placement;</p> <p>the objectives and intended outcome of the placement.</p> <p>The registered person shall keep under review and revise the placement plan as necessary.</p> <p>In preparing or reviewing the placement plan the registered person shall, so far as practicable—</p> <p>seek and take account of the views of the members of the family;</p> <p>take account of any relevant assessment or other report relating to any member of the family which may be provided by the placing authority.</p> <p>The registered person shall supply a copy of the placement plan and any revision of it to the placing authority and to the parent within the family to which it relates. (Regulation 13 (1)(a)(b) (2) (3)(a)(b) (4))</p> <p>This specifically relates to ensuring that children's and parents' placement plans are reflective of their needs.</p>	<p>17 March 2022</p>
<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.</p> <p>All assessment or monitoring of parents' capacity to respond to the children's needs and to safeguard their welfare must be carried out in accordance with appropriate and generally recognised methods for such assessment and, in particular, having due regard to guidance issued by the Secretary of State relating to the assessment of children in need(7) and their parents under section 7(1) of the Local Authority Social Services Act 1970(8).</p>	<p>17 March 2022</p>

<p>The methods of assessment or monitoring must be capable of evaluating the parents' capacity to change.</p> <p>The registered person must ensure that conclusions or recommendations are made as a result of the assessment or monitoring and that—</p> <p>such conclusions or recommendations are objective and based on verifiable evidence; and</p> <p>the evidence on which they are based is capable of being presented in a manner that is clear, accessible and appropriate to the persons who will need to consider them. (Regulation 13 A (1) (2) (3) (4) (a)(b))</p> <p>This specifically relates to parents receiving evidence-based assessments.</p>	
<p>The registered person shall ensure that there is, 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> <p>This specifically relates to ensuring that the residential family centre has a sufficient staff team to meet the needs of the families.</p>	17 March 2022
<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 (3)(d))</p> <p>This specifically relates to ensuring that all staff are safely recruited.</p>	17 March 2022

<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> <p>This specifically relates ensuring that the registered manager has an effective monitoring system in place.</p>	<p>17 March 2022</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>The person carrying out the visit shall—</p> <p>interview, with their consent and in private, such of the residents and persons working at the residential family centre as appears necessary in order to form an opinion of the standard of care provided in the residential family centre. (Regulation 25 (1) (4)(a))</p> <p>This specifically relates to ensuring that the quality of visits by the registered provider improves, including improving the written report.</p>	<p>17 March 2022</p>
<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. (Regulation 26 (1) (2))</p> <p>This specifically relates to the registered manager notifying Ofsted of significant events.</p>	<p>17 March 2021</p>

* These requirements are subject to a compliance notice.

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 Centre Regulations 2002 and the national minimum standards.

Residential family centre details

Unique reference number: 2614287

Registered provider: J.A.C.S Specialist Ltd

Registered provider address: 66-68 Wednesbury Road, Walsall WS1 3RR

Responsible individual: Lana Gaskin

Registered manager: Louison Ricketts

Telephone number: 01922641281

Email address: jennenshouse@jacsspeccialists.co.uk

Inspector

Mrs Lydia Isaac, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1234
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

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