

Care 2 Share Ltd

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292 Old Church Road, London E4 8BN

Inspected under the social care common inspection framework

Information about this residential family centre

This residential family centre is owned and managed by a private provider. The centre is based in the London Borough of Waltham Forest. The organisation owns two other residential family centres that are also based in the East London area. The centre provides parental assessments for up to six families at any one time. It specialises in supporting parents who have a learning disability.

At the time of the inspection, six families were living at the centre.

The centre and manager registered with Ofsted in December 2019.

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.

We last visited this setting on 4 November 2020 to carry out an assurance visit. The report is published on the Ofsted website.

Inspection dates: 16 and 17 March 2022

Overall experiences and progress of children and parents, taking into account	good
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How well children and parents are helped and protected	good
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The effectiveness of leaders and managers	good
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The residential family centre provides effective services that meet the requirements for good.

Date of previous inspection: not applicable

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

The centre has a strong focus on empowering parents and diligently works with them to produce positive outcomes. Families benefit from a fair, personalised and effective assessment process. Reports clearly include the requirements from the letter of instruction and skilfully interweave relevant theories.

Parents receive extensive support to develop their parenting and life skills. Staff assist parents with applying for benefits, budgeting, cooking, advocacy, and legal and housing advice. Parents' wishes are appropriately acted upon; an example of this is their influences on group activities.

Staff work creatively with parents who have varying needs, such as learning disabilities, young parents, those who have mental health needs, those with a history of substance misuse and parents who speak English as an additional language. Staff help parents to maximise their learning through individualised support.

Staff have a good understanding of equality, diversity and inclusion. Staff use interpreters where needed to translate documents. Some parents enjoy attending the local church and gurdwara. They are also able to learn about other religions through the celebration of Easter, Diwali and Christmas.

Parents receive encouragement to develop a positive identity and to share their heritage with others. Birthdays are celebrated and there are examples of regular cultural events where parents share their traditional meals and customs. During the inspection, a parent was preparing a meal in celebration of St Patrick's Day.

Parents engage in the assessment process and receive weekly feedback. However, parents do not always receive a copy of their weekly feedback reports. Furthermore, a social worker also highlighted that they had not received a weekly update.

Parents' feedback about their relationships with staff is varied. One parent described staff as 'supportive, friendly and proactive'. However, several parents reported that they felt that some staff had 'an attitude' and did not always speak to them in a respectful way.

Families benefit from socialising together. Examples of this include trips to the London Aquarium, visiting restaurants and going to local parks. Parents also enjoy enjoyable activities in the centre, such as art and craft sessions, barbecues, playing games, competitions and pamper evenings.

How well children and parents are helped and protected: good

The safeguarding arrangements at the centre are effective. A social worker stated that they were 'very impressed by the speed at which the placement have got a handle on the case'. Another social worker praised the 'positive multi-agency' working.

The centre has been well managed throughout the COVID-19 pandemic. This has resulted in minimal disruption to parents and a greater emphasis on their mental well-being. During the first lockdown, assessments were halted for four weeks. Parents were encouraged to make COVID-19 time capsules to capture their thoughts during this unprecedented time.

Parents receive a wide range of support to assist with their mental and emotional well-being; this includes referrals for therapeutic counselling. Furthermore, a mental health day was held which advised parents on coping strategies, such as going for a walk, breathing techniques, meditation, mindfulness colouring sheets and journaling.

Leaders and managers appropriately notify all parties of significant events relating to the protection of children and parents. There are no current issues with parents going missing from the centre, being exploited, self-harming, bullying or being at risk of radicalisation.

Where appropriate, parents are referred to engage in a renowned domestic violence programme. This helps them to reflect and develop insight into their abusive relationships. Participation in this programme and focused sessions with staff provide parents with the information needed to make meaningful changes in their lives.

The registered manager and staff proudly highlight how they make a difference in the lives of families. A good example of this is the extensive work undertaken with a parent which gave them the confidence to leave an abusive partner. This parent subsequently left the centre with their child and is happily living independently in the community.

The home environment is well maintained and physically safe and has appropriate security. The employment of a cleaner ensures that the cleanliness of the centre is of a high standard. However, there was some lint found in the tumble dryer, which is a potential fire hazard.

A broad range of risk assessments focus on environmental issues. A family risk management plan is included in the initial placement plan. This information is fairly general and does not detail the strategies staff use to manage specific individual risks.

Parents and staff benefit from ongoing training which focuses on safeguarding children. New staff are recruited safely, and this ensures that staff are suitable to work at this centre. This provides families with added protection.

The effectiveness of leaders and managers: good

Children and parents benefit from a service which is continually evolving to meet their needs. The nurturing and solution-focused registered manager offers clear direction and guidance to staff and parents. A social worker praised staff for being 'kind and non-judgemental, but still challenging'.

The wide-ranging partnership arrangements benefit families. The centre has its own designated health visitor, who is available to offer professional advice. The links with the children's centre ensure that families can promptly access relevant groups. Parents can also access charities which help with providing food and items for their babies.

Staff regularly look after children to enable parents to attend appointments or meetings. Parents feel that staff are hard-working and passionate about their roles and care about their children. A parent said: 'They love them [their children] like their own.'

The registered manager and staff pride themselves on the creative way they engage with parents. Staff continually adapt their ways of working to help increase parents' understanding. This includes using research-informed resources, getting parents to download particular digital applications and watching YouTube videos.

Staff feel valued and well supported. They receive ongoing training, structured inductions and appraisals. Staff also receive regular supervision, which provides them with the opportunity to reflect on their work and their own effectiveness. Team meetings provide a collective opportunity for staff to further evaluate their interventions with families.

There is a good quality assurance system which meets regulatory requirements effectively. The requirements and recommendations from the last inspection have been addressed. There is a comprehensive statement of purpose. However, the resident's guide does not include the address for Ofsted and the Children's Commissioner.

Families live in a large property in a pleasant residential area. Children and their parents can relax in the spacious lounge, which has a play area with a wide range of toys and equipment to stimulate children. They can also access the garden, which has outdoor furniture and a range of outdoor toys and bikes for children.

In the kitchen, there are inspirational quotes on the 'motivational wall' which aim to visually motivate parents. Each family has their own room with a mini fridge. However, there is an issue with storage space and some parents have to store items in overhead storage space, which is a potential hazard.

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
The registered person shall produce a written guide to the residential family centre ("the resident's guide") which shall include the address of Ofsted; and the address of the Children's Commissioner. (Regulation 4 (3)(c)(d))	1 May 2022

Recommendations

- The registered person should ensure that staff engage with parents and that they are provided with regular feedback. This relates to parents receiving copies of their weekly feedback and social workers being given weekly updates, if requested. ('Residential Family Centres: National Minimum Standards', 1.8)
- The registered person should ensure that parents are enabled to build and sustain constructive relationships with staff. ('Residential Family Centres: national minimum standards', 4.3)
- The registered manager should ensure that family risk assessments are under review throughout the placement. ('Residential Family Centres: National Minimum Standards', 9.1)
- The registered person should ensure that avoidable hazards are removed. This relates to removing tumble dryer lint and ensuring that items in parents' rooms are not stored overhead storage space. ('Residential Family Centres: National Minimum Standards', 11.2)

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: 2555815

Registered provider: Care 2 Share Ltd

Registered provider address: 46 The Ridgeway, North Harrow, Middlesex
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Inspector

Sharon Payne, Social Care Inspector

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