

Resolve Care

Resolve Care Limited

13 Coventry Road, Ilford, Essex IG1 4QR

Inspected under the social care common inspection framework

Information about this residential family centre

The residential family centre is privately owned. It is registered to provide care, accommodation and residential parenting assessments for up to nine families. The centre can provide Parent Assessment Manual (PAMS) assessments. Parenting assessments take a minimum of 12 weeks.

The manager is a registered children's nurse and has been in post since October 2020.

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 residential family centre on 18 March 2021 to carry out a monitoring visit. The report is published on the Ofsted website.

Inspection dates: 22 and 23 March 2022

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 good

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

Date of previous inspection: 17 October 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and parents: good

At the time of the inspection, there were eight families residing at the centre. Two of these families have experienced long delays in court proceedings, which has extended their time at the centre.

The centre has been managed well throughout the COVID-19 pandemic. The number of families residing at the centre has been reduced at times to minimise the risks of cross infection. The staff have been creative and used their skills and interests to provide interesting activities for families in the absence of community groups.

Staff contribute to the assessment process. The assessment lead is trained to carry out PAMS assessments when instructed by the court. Other assessments are compiled using feedback and observations from the staff team and assessment social workers.

Positive feedback was provided to inspectors from families in regard to their assessment process and the staff team. Families reported that they trust the staff team and value the support sessions and guidance that staff provide. Staff provide regular feedback to families on the assessment process. Any concerns are shared transparently and openly, giving families a chance to understand and address these.

Families have enough space to live comfortably during their assessments. Half of the bedrooms have kitchen and bathroom facilities, giving families individual space and privacy. Other bedrooms are spacious and families in these bedrooms share a communal kitchen and lounge. Bedrooms are nicely decorated. However, the hallways, stairways and landings need redecoration. Additionally, parts of the house felt uncomfortably hot.

The manager reviews referral information carefully to ensure that the current families are not unsettled by new families moving in. New families are warmly welcomed and helped to settle in. When conflicts or difficulties arise between families, the manager prioritises each family's well-being and is dynamic in making quick decisions to resolve issues.

The staff team supports and facilitates contact with family members and extended families.

How well children and parents are helped and protected: good

Staff work effectively with families who have varying needs and diverse learning styles. This includes young parents, parents with learning disabilities, and parents who have experienced issues relating to substance misuse. This enables parents to

benefit from individualised support and helps to address the concerns that led to a parenting assessment being required.

The safeguarding arrangements at the centre work well. The manager is highly experienced in managing safeguarding concerns and the staff team benefits from regular safeguarding training. This enables them to actively respond to safeguarding concerns and risks. Staff are confident in their safeguarding knowledge. They remain vigilant and balance this well with parents' rights to privacy and dignity.

Staff are aware of each family's vulnerabilities and associated risks. They use risk assessments to assess and mitigate against these risks. Good shift handovers and strong communication systems ensure that staff are aware of and updated with information in regard to any concerns.

Families are fully supported to make positive changes and develop an understanding of healthy relationships in which children can thrive. The families receive tailored support that educates them about their past experiences and empowers them to make change.

Closed-circuit television (CCTV) surveillance is used in all communal areas and bedrooms. The use of CCTV is agreed with placing social workers and families prior to their arrival at the centre.

The effectiveness of leaders and managers: good

The manager is a director and part owner of the centre. She strives to provide good management and oversight and drives ongoing improvements. She is closely supported by the responsible individual. The responsible individual and manager are both registered health professionals. They are supported by three independent qualified social workers who lead on parenting assessments. Combined, their experience and skill set provide good management and leadership. The manager has recently gained a level 5 qualification.

Staff are complimentary about the management team. They report that the manager has an approachable and visible management style and that she is knowledgeable about each family and their assessment process. This helps her to understand any concerns and helps address any barriers to the assessment process.

Staff say that they feel supported by managers and that they are readily available to discuss concerns. Induction and support for student social workers are provided by a practice supervisor. This ensures that new staff and students are given an appropriate induction into their roles. However, staff supervision meetings are not held regularly.

Leaders and managers have developed monitoring and review systems at the centre. The manager undertakes a number of internal audits such as a review of case records and medication administration checks. The responsible individual completes monthly monitoring reports that include feedback from families. However,

this monitoring is not used to compile a review of the quality of care or to determine areas for development.

The feedback from professionals in regard to the centre and the staff is consistently positive. Staff have built positive working relationships with a range of professionals. Social workers reported that staff communicate well with them and that they are well organised.

There have been significant delays in some assessments being completed. These delays have led to parents spending extended periods of time at the centre. The delays are beyond the control of the manager and staff, who challenge local authorities as actively as possible. This is not in children's best interests and causes delay in care planning. Staff have continued to maintain positive and supportive relationships with the families when assessments have been delayed.

The final assessment reports are balanced and well written. There are clear recommendations to inform court proceedings. The rationale for recommendations are clearly supported by evidence. Professionals recognise the quality and clarity of these reports.

The management team is committed to ensuring that all families feel safe and equally valued. Differences between families are addressed quickly and any complaints are recorded and fully investigated. Generally, families share the communal areas of the house successfully and show respect for one another.

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 receive appropriate training, supervision and appraisal. (Regulation 17 (5)(a))</p> <p>In particular, ensure that staff have regular supervision meetings.</p>	29 April 2022
<p>The registered person shall ensure that—</p> <p>all parts of the residential family centre are kept clean and reasonably decorated;</p> <p>adequate ventilation, heating and lighting is provided to all parts of the residential family centre which are used by residents. (Regulation 21 (2)(c)(k))</p> <p>In particular, redecorate the stairways and hallways and ensure that the hallway radiators are monitored to maintain a safe temperature.</p>	29 July 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.</p> <p>The registered person shall supply to the Chief Inspector 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. (Regulation 23 (1)(a)(b) (2))</p>	29 July 2022

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: SC470687

Registered provider: Resolve Care Limited

Registered provider address: Northside House, Mount Pleasant, Barnet, Hertfordshire EN4 9EE

Responsible individual: Anne Morgan

Registered manager: Post vacant

Telephone number: 02085000066

Email address: family@re-solveuk.com

Inspector

Deirdra Keating, Social Care Inspector

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