

Chariteens Residential Family Centre

10 Khartoum Road, London, E13 8RF
Monitoring visit

Information about this residential family centre

The centre is registered to provide care for up to six families. Alongside parenting assessments, the centre provides psychological assessments, drug and alcohol testing, and counselling. At the time of the monitoring visit, there were two families undergoing assessment at the residential family centre.

Inspection date: 25 April 2022

Date of previous inspection: 16 March 2022

This monitoring visit

The previous inspection highlighted serious and widespread weaknesses of the residential family centre. Two compliance notices were issued under the Residential Family Centre Regulations 2002: regulation 8, registered person, general and regulation 16, fitness of workers, and a notice restricting accommodation was also issued.

The purpose of this monitoring visit was to monitor the action taken in meeting the two compliance notices dated 22 March 2022 and the provider's compliance with the restriction of accommodation notice. These were issued following the full inspection of the home on 17 March 2022.

This monitoring visit also reviewed the home's progress in meeting the other requirements set at the full inspection that were not subject to compliance notices.

The visit concluded that the provider had met both of the compliance notices and the restriction of accommodation was lifted.

Managers now have an effective planning placement recording tool in place. This requires staff to obtain comprehensive information to help them to devise robust placement plans. These plans are explicit in outlining the expected activities of individual families' residential parenting assessments.

Staff now update risk assessment on a fortnightly basis. A recently completed risk assessment seen on file had been updated at two-week intervals.

Managers have worked effectively with the fire service to address concerns in the centre's fire prevention procedures. A specialist health and safety company has been recruited to assist managers to improve staff's understanding of fire hazards. A health and safety employee handbook has been distributed and staff have been provided with training. There is a new fire assessment in place and three new fire doors have been erected. Managers have purchased appropriate fire-exit signs. Fire doors are kept clear and are free from any obstruction.

Staff have completed online training in relation to safeguarding risks. These include fire safety, child exploitation, radicalisation, and gang affiliation. Managers have plans to provide staff with face-to-face training in these areas in the near future.

Staff have completed training in child development and managing challenging behaviour. Staff are yet to complete training in managing allegations, but all staff have been registered to complete online courses in the near future.

Staff working in the centre with families are safely recruited before working at the centre. The provider evidenced that valid work permits have been obtained for those staff requiring permits to work at the centre. This is in accordance with Schedule 2 of the residential family centre regulations. However, managers have failed to obtain full vetting information for staff working in the organisation. Managers failed to obtain written references for the centre's newly appointed consultant. This individual provides supervision to the staff team, including the registered manager. Supervision is largely conducted remotely. Failure to conduct robust, safe staff recruitment does not confirm that appointed staff are suitable to perform their duties.

The centre's statement of purpose and residents' guide has been forwarded to Ofsted. Managers are clear that they are prohibited from caring for children once the families' placement has ended. Local authorities are advised of this early in placement negotiations, and this is explained in key documentation.

Managers have issued a safe sleeping practice policy document that highlights safe practices. This has been distributed to staff and is revisited in team meetings and individual staff supervision meetings. Staff discuss this practice guidance with families and monitor their adherence to the advice.

Managers and staff have reviewed the centre's complaints policy and now complete comprehensive complaint investigations. Managers understand that staff who are subject to complaints are prohibited from being involved in the investigation.

The centre's premises have undergone a programme of redecoration and refurbishment. Most areas of the building have been repainted and cleaned. This

includes most bedrooms and communal areas. Repairs to the roof and bathrooms have been completed, and the kitchen area has been modernised. The provider has employed a cleaner to help staff and parents to keep communal areas clean and hygienic.

The registered manager acknowledges that a recent quality-of-care monitoring report was not promptly completed and forwarded to Ofsted. The registered manager now has systems in place that alert her when these are due. This then prompts the timely completion and forwarding of monitoring reports as expected.

Staff are not well equipped to work effectively with parents with learning disabilities. Some social work staff are trained to complete PAMS assessments. They therefore have a good knowledge and skill in tailoring sessions and assessment programmes, which effectively engage parents. Other staff are less equipped and do not have similar skills. They are therefore reliant on the guidance of social work staff. The provider is to ensure that all staff receive training in working effectively with parents with learning difficulties. This is to ensure that families can be fully engaged with the assessment process.

The registered manager and staff now receive regular supervision from an independent consultant. However, staff annual appraisals do not happen on a yearly basis. This does not ensure that staff learning needs and performances are formally evaluated in order to ensure that the standard of care provided to families is of a high quality.

Managers have recently developed a surveillance policy document. This outlines how staff are to monitor families using surveillance techniques, including CCTV. The policy requires revision as it is not explicit about the intervals that staff are required to monitor CCTV coverage or, for example, the circumstances when staff might use their discretion around monitoring. Managers are yet to devise a risk assessment about the use of surveillance at the centre.

The management of complaints show improvement since the last inspection. However, in one case where a complaint was made against the registered manager, the provider failed to inform the designated officer. This is contrary to child protection procedures and does not ensure that robust systems are in place that help to protect 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 ensure that all persons employed by them—</p> <p>receive appropriate training, supervision and appraisal. (Regulation 17 (5)(a))</p> <p>This specifically relates to staff having training in relation to managing allegations against staff and working with parents with learning disabilities. In addition, all staff should have yearly appraisals.</p> | 1 June 2022 |
| <p>Subject to paragraph (6) and any requirements for electronic monitoring imposed by a court under any enactment, the registered person must ensure that electronic or mechanical monitoring devices for the surveillance of residents are not used in a residential family centre, except for the purpose of—</p> <p>safeguarding their welfare, or that of other residents accommodated in the centre; or</p> <p>assessment or monitoring carried out under regulation 13A.</p> <p>The registered person must ensure that any use of such devices is subject to the following conditions:</p> <p>its use is no more intrusive than necessary.</p> <p>Where the use of such devices is used for the purpose at paragraph (1)(b), the registered person must also ensure that—</p> <p>its use is provided for in the placement plan.</p> <p>The registered person must ensure that staff at the residential family centre are appropriately trained and</p> | 1 June 2022 |

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|---|-------------|
| <p>understand the requirements imposed by this regulation before they use any such devices. (Regulation 21A (1)(a)(b) (2)(b) (3)(b)(4))</p> <p>This specifically relates to the use of CCTV, including baby monitors. This should be used to safeguard children, and risk assessments and policy documents should be in place and updated.</p> | |
| <p>The registered person shall make suitable arrangements to ensure that the residential family centre is conducted—</p> <p>with due regard to the sex, religious persuasion, racial origin, and cultural and linguistic background and any disability of residents. (Regulation (10) (3)(a)(b))</p> <p>This specifically relates to demonstrating how you support families who speak English as an additional language and how you support families with additional learning needs.</p> | 1 June 2022 |
| <p>The procedure under paragraph (1)(b) must in particular provide for—</p> <p>the prompt referral to the local authority in whose area the residential family centre is situated, of any allegation of abuse or neglect affecting any child accommodated in residential family centre. (Regulation 12 (2)(b))</p> | 1 June 2022 |
| <p>For the purposes of paragraph (1), a person is not fit to work at a residential family centre unless—</p> <p>they are of integrity and good character;</p> <p>they have the qualifications, skills and experience necessary for the work they are to perform;</p> <p>they are physically and mentally fit for the work they are to perform; and</p> <p>full and satisfactory information is available in relation to them in respect of each of the matters specified in Schedule 2. (Regulation 16 (3)(a)(b)(c)(d))</p> | 1 June 2022 |

Recommendations

- The registered person should ensure that staff make use of revised practise guidance to ensure that placement plans are comprehensive and appropriately detailed. (Residential family centre National Minimum Standards, 9.2)

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 CIC

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

Responsible individual: Sarah Pulle

Registered manager: Rita Isingoma

Inspector

Sandra Jacobs-Walls, Social Care Inspector

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