

Ohana Parental Assessment Centre

53 Palmers Drive, Grays RM17 5RA

Monitoring visit

Inspected under the social care common inspection framework

Information about this residential family centre

The centre is owned by a private organisation. It provides care, accommodation and residential parenting assessments for two families. The centre can provide parent assessment manual assessments. Parenting assessments take a minimum of 12 weeks.

The manager registered at the same time as the centre in December 2021.

Inspection date: 24 June 2022

Date of previous inspection: 26 April 2022

This monitoring visit

At the time of this visit, there were no families at the centre. The purpose of the visit was to monitor the provider's adherence to a restriction of accommodation notice and to establish the provider's progress in meeting the steps set out in the compliance notice that Ofsted served on 29 April 2022. The compliance notice was in relation to the management of the centre.

The inspector found that the provider has taken insufficient action to meet the steps in the compliance notice. The provider has adhered to the restriction of accommodation.

The management arrangements remain unclear. After an unsuccessful recruitment campaign, the responsible individual and an independent consultant are working with the current manager to decide who will be responsible for the day-to-day management of the centre. This fails to provide assurance that the centre will be managed professionally and competently.

The independent consultant has carried out an investigation into the management failings and the shortfalls identified at the full inspection. The report highlights further training and support for the manager, which has not yet commenced.

There is one member of substantive staff. Four staff are being recruited. Their employment checks have not yet been carried out and therefore their positions are not confirmed.

The permanent member of staff has not received safeguarding training. Therefore, it is not clear whether they understand the safeguarding procedures.

The compatibility risk assessments for new families remain unchanged and fail to evaluate the combined risks of families living communally.

There are provisional plans to implement a full staff training programme. However, as there is only one member of staff, this is not currently a viable option.

The independent consultant has provided a template for quarterly audits and monitoring of the centre. However, the template does not reflect the centre's purpose or match the requirements in the family centre regulations. Monthly monitoring visits have not taken place. This prevents Ofsted having good oversight of the centre.

There are plans to build working relationships with health professionals. These plans are in the early stages and professionals have not been contacted to date. This fails to establish contacts for parents and families to use support groups in the community or access local health professionals.

Several requirements and all recommendations raised at the last inspection were outside the scope of this visit and were not reviewed. These are restated and will be reviewed at the next visit.

The restriction of accommodation remains in place.

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 provider and the registered manager shall, having regard to the size of the residential family centre, the statement of purpose, and the number and needs of the residents, carry on or manage the centre (as the case may be) with sufficient care, competence and skill. (Regulation 8 (1))</p> <p>In particular:</p> <p>ensure that all staff understand and implement safeguarding procedures;</p> <p>ensure that allegations about staff practice, including the manager's practice, are reported and notified to the local authority and Ofsted;</p> <p>ensure that there are sufficient experienced staff on each shift who are suitably trained;</p> <p>ensure that individual and compatibility risk assessments fully consider the families' vulnerabilities and provide suitable risk-reduction measures;</p> <p>ensure that staff are provided with a suitable training programme that reflects the offer set out in the statement of purpose;</p> <p>provide effective and stringent monitoring and oversight of the centre;</p> <p>ensure that the centre is managed in a professional and competent manner;</p> <p>establish good working relationships with external professionals to assist and support the assessment process.</p>	26 July 2022

<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. (Regulation 12 (1)(a)(b))</p> <p>In particular, ensure the prompt referral of safeguarding concerns and allegations to the local authority designated officer.</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>26 July 2022</p>
<p>The registered person shall, before providing a family with accommodation in the residential family centre, or if that is not reasonably practical, 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 outcomes of the placement. (Regulation 13 (1)(a)(b))</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>9 August 2022</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 requirement was made at the last inspection and is restated.</p>	<p>26 July 2022</p>

<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 family centre; or</p> <p>allow a person to work to whom paragraph (2) applies, to work at the residential family centre unless that person is fit to work at the residential family centre.</p> <p>For the purpose of paragraph (1) a person is not fit to work at the 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> <p>This requirement was made at the last inspection and is restated.</p>	<p>26 July 2022</p>
<p>The registered person shall ensure that all persons employed by him—</p> <p>receive appropriate training, supervision and appraisal. (Regulation 17 (5)(a))</p> <p>In particular, ensure that staff have regular supervision meetings.</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>9 August 2022</p>
<p>The registered person must ensure that a written record is made of any complaint or representation, the action taken in response, and the outcome of the investigation. (Regulation 20 (6))</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>9 August 2022</p>
<p>The registered person shall ensure that—</p> <p>the premises to be used as the residential family centre are of sound construction and kept in a good state of repair externally and internally. (Regulation 21 (2)(b))</p> <p>In particular, ensure the centre is maintained well and decorated to a good standard.</p>	<p>26 July 2022</p>

<p>This requirement was made at the last inspection and is restated.</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>Visits under paragraph (1) or (2) shall take place at least once a month and may be unannounced.</p> <p>The registered provider shall supply a copy of the report required to be made under paragraph (4)(c) to—</p> <p>the Chief Inspector;</p> <p>the registered manager. (Regulation 25 (1) (3) (5)(a)(b))</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>26 July 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. (Regulation 26 (1))</p> <p>This specifically relates to ensuring that Ofsted is notified of any allegations or serious complaints made against the staff.</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>26 July 2022</p>

*This requirement is subject to a compliance notice.

Recommendations

- The registered person should take into account, record and monitor parents' views and wishes about the operation of the centre including any concerns they may have. (Residential family centres: NMS 2.1)
- The registered person should ensure effective planning and support takes place that fully considers parents' individualised backgrounds and additional needs. In particular, ensure that staff have the skills to meet the needs of families with learning disabilities. (Residential family centres: NMS 3.1)
- The registered person should ensure appropriate connections are established with local health agencies, health centres and parenting groups without delay. (Residential family centres: NMS 6.3)

- The registered person should ensure that the placement plan incorporates the requirements of any referring agency and, when applicable, the court. Ensure that when required, a letter of instruction from court is used to inform family placement planning. (Residential family centres: NMS 9.3)
- The registered person should ensure that the CCTV policy is clear, does not include contradictory statements and considers a system to review the proportionality of its use. (Residential family centres: NMS 10.1)
- The registered person should ensure that the centre provides facilities for the care of babies and children of all ages. (Residential family centres: NMS 11.4)
- The registered person should oversee the welfare of the children and parents in their care through observation and engagement with the home's staff. In particular, they should ensure that monitoring systems are able to identify shortfalls in fire-protection measures, trip hazards and safe storage of hazardous chemicals. (Residential family centres: NMS 11.5)
- The registered person should ensure that the manager regularly monitors, in line with the Residential Family Centre Regulations 2002, as amended, all records kept by the centre, to ensure compliance with the centre's policies, to identify any concerns about specific incidents and to identify patterns and trends. Immediate action should be taken to address any issues raised by this monitoring. (Residential family centres: NMS 19.2)

Information about this inspection

The purpose of this visit was to monitor the action taken by the provider to meet the steps set out in the compliance notice that Ofsted served on 29 April 2022 and the provider's adherence to the notice restricting accommodation.

This inspection was carried out under the Care Standards Act 2000.

Residential family centre details

Unique reference number: 2647771

Registered provider: Ohana Parental Assessment Centre Limited

Registered provider address: 53 Palmers Drive, Grays RM17 5RA

Responsible individual: Sarjit Chakraborty

Registered manager: Olutoyin Olutade

Inspector

Deirdra Keating: Social Care Inspector

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