

# Foundations Matlock

Progressive Care Ltd

Apartments 1-7 Lilybank Court, Matlock, Derbyshire DE4 3DQ

Inspected under the social care common inspection framework

## Information about this residential family centre

This privately run residential family centre is registered to accommodate six families. The primary purpose of the centre is to complete evidence-based assessments of parenting capacity and skills. Families are typically assessed for 12 weeks. Families live in self-contained flats within the setting.

The manager registered in December 2021.

### Inspection dates: 12 and 13 July 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 last inspection:** 9 July 2019

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Inspection judgements

### **Overall experiences and progress of children and parents: good**

There is a nurturing ethos which is embedded at the centre of care. The progress made by families is recognised and acknowledged by the staff team. Families say they understand why they are living at the centre and that they benefit from the support and advice they receive.

Parents can share any concerns or worries they may have. They are also provided with regular feedback regarding their assessments. Parents' own views are also recorded on important documents.

Parents say that they are well supported, that they have opportunities to study and that they are treated with respect and courtesy.

Good-quality advice and guidance regarding parenting is provided by the staff team to parents. Some parents spoken with feel they have learned a great deal during their assessments. The centre offers easy access to education and training opportunities for parents. This helps them to gain new skills and qualifications and consider employment opportunities.

Assessments are of a good standard. They are evidence-based and clear in their analysis. This ensures that parents and professionals know what is required and recommended for the family's future.

The centre is well maintained. Families' individual self-contained flats are furnished to an appropriate standard. However, families do not have adequate freezer space in their flats. The communal freezer is full and is packed with unlabelled food which could present a health and safety risk. An additional freezer for parents' use was purchased during the inspection.

The centre benefits from a large child-focused garden which children and parents enjoy spending time in. There is no shade in the garden, which could present a risk to children in sunny weather. Temporary shades were purchased during the inspection.

### **How well children and parents are helped and protected: good**

Safeguarding concerns are managed well. Staff understand how to recognise a safeguarding concern and what they need to do in the event of witnessing one. Medical advice is sought promptly when required, helping to ensure children are protected.

Parents learn how to keep themselves and their children safe. Staff hold sessions with parents as part of the assessment process. These help parents gain a better understanding of the risks they or their children may be, or may have been, subject

to. For example, parents have the opportunity to learn about substance misuse, as well as domestic abuse.

The reduction in the supervision of families by staff both at the centre and in the community is well structured and appropriate to the safeguarding needs of families. This helps to prepare families well for moving on.

The centre has links with a wide range of professionals and organisations, including health visitors and midwifery services. Counselling support is also available for parents, enabling them to reflect on their experiences. The services available enable families to get the help they need.

The risk management system enables families to live in a safe environment. New referrals are carefully considered and individual risks affecting each family are identified and recorded. There are clear strategies to minimise risks.

Parents know how to make a complaint. Complaints are responded to promptly. Regular centre meetings give further opportunities for the parents to discuss issues together. The staff team resolves any conflicts between families effectively. This ensures that the atmosphere in the centre remains calm and settled.

### **The effectiveness of leaders and managers: good**

The registered manager has quickly settled into her role. She had been employed at the centre for several years before becoming the manager so knows the centre and staff team well. All recommendations from the last inspection are met. The manager and senior managers are aware of the strengths and weaknesses of the centre.

During the COVID-19 pandemic, the centre remained open. Staff reflect that this was a challenging period. As the centre has moved back to more normal ways of working, staff morale has become low as they reflect on the pressure of the last two years. Coupled with this, the centre has struggled to recruit to some vacancies, which has put some additional strain on the staff team. Senior managers have recognised this. They have met with the staff team and have provided well-being support. Recruitment is ongoing, with managers proactively building relationships with recruitment agencies. Staff say they feel well supported.

The staff team values the support provided to them through a wide variety of training opportunities, team meetings and supervision. They also have opportunities to study for qualifications. There are pathways available to them for career progression. However, staff do not have bespoke training in how to support adults with a learning disability, to enable them to better meet the needs of all parents.

When a family's assessment is complete, there is not yet a formal case-analysis system in place to review the effectiveness of the placement and what, if any, learning there is to consider as a result.

There are strong working relationships with stakeholders. Feedback from them is very positive. A social worker said, 'Communication is excellent. I can only recommend this place to others.'

## **What does the residential family centre need to do to improve?**

### **Recommendations**

- The registered person should ensure that staff are equipped with the skills and experience required to meet the needs of the parents and their children and the purpose of the centre. This relates to staff having training in how to support adults with learning disabilities. (Residential family centres: NMS 16.1)
- The registered person should ensure that the centre provides a comfortable and homely environment and is well maintained and decorated. This relates to providing adequate freezer space for families. (Residential family centres: NMS 11.2)
- The registered person should provide access to outside areas, where possible, or access to play space that is appropriate for the age of the children. This relates to the provision of adequate shade in the garden. (Residential family centres: NMS 11.3)
- The registered person should ensure there are clear and effective procedures for monitoring and controlling the activities of the centre. This relates to ensuring there is a system in place for case analysis and reflection after a family's assessment has concluded. (Residential family centres: NMS 19.1)

### **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:** 1276009

**Registered provider:** Progressive Care Ltd

**Registered provider address:** 51 Attercliffe Common, Sheffield, South Yorkshire  
S9 2AE

**Responsible individual:** Mohammad Ali

**Registered manager:** Sarah Payne

**Telephone number:** 01629 593503

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## **Inspector**

Catherine Honey, Social Care Inspector

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