

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: 26 July 2022

Date of previous inspection: 26 April 2022

This monitoring visit

Following a full inspection in April 2022, Ofsted served a compliance and restriction of accommodation notice in relation to the serious shortfalls identified in the leadership and management of the home. On 24 June 2022, Ofsted conducted a monitoring visit and found that the provider had taken insufficient action to meet the steps set out in the compliance notice. As a result, Ofsted served a further compliance notice and the restriction of accommodation remained in place.

The purpose of this visit was to monitor the provider's adherence to the restriction of accommodation notice and to establish the provider's progress in meeting the steps set out in the compliance notice.

The inspectors found that the provider has taken insufficient action to meet five out of the eight steps set out in the compliance notice. The provider has adhered to the restriction of accommodation notice.

The manager has remained in post and will be responsible for the day-to-day management of the centre. An investigation into the management failings and the shortfalls identified at the full inspection has taken place. However, not all actions generated have been addressed, including starting specific training to address practice shortfalls. No recorded supervisions have been held with the manager since the registration of the centre in December 2021. The manager said that she has paused working towards a management qualification. This fails to provide assurances that the centre will be managed professionally and competently.

The centre's independent consultant has compiled an action plan to address shortfalls identified at the full inspection. This plan includes capacity for additional monitoring systems. However, monthly monitoring visits have not taken place. The review of the quality of support at the centre has not been completed. The template provided was not of sufficient quality and was not completed. Proposed weekly monitoring arrangements were not evidenced. This fails to demonstrate that effective and stringent monitoring will take place in the centre.

The safeguarding policy has been reviewed and includes local authority procedures. However, clear guidance for staff regarding the management of allegations against the manager are not included. Therefore, staff may not be aware of the procedures and actions that they need to take in the event of an allegation being made.

The plans to build working relationships with health and social professionals are still in their infancy. The manager has contacted local health services. However, no evidence was provided of any response from local services or any further contact by the manager. There is still no clear guidance for families to register at local children centres or practical steps outlined to support these links being strengthened.

There are now two members of permanent staff. Four staff are being recruited including a deputy manager. Their full employment checks have not yet been carried out and therefore their positions are not confirmed.

A training programme is now in place. Permanent staff have completed the centre's mandatory training. Further training has been planned that meets the objectives set out in the centre's statement of purpose.

The compatibility risk assessments for new families have been adapted and improved. There is now scope to evaluate the combined risks of families living communally.

Several of the requirements and recommendations that were raised at the previous inspection were outside of the scope of this visit and were not reviewed. Consequently, these are restated. Given the repeated failure to fully meet the steps set out in the compliance notice, the provider is likely to be subject to enforcement action.

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>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> <p>This requirement was made at the last inspection and is restated.</p>	2 September 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>	2 September 2022

<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>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>	2 September 2022
<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>	2 September 2022
<p>The registered person shall ensure that all persons employed by him—</p>	2 September 2022

<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>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>	2 September 2022
<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>This requirement was made at the last inspection and is restated.</p>	2 September 2022
<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>	2 September 2022

<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>2 September 2022</p>
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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 26 June 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

Inspectors

Mark Anderton, Social Care Inspector

Deirdra Keating, Social Care Regulatory Inspection Manager

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