

# Khin Family Services

Khin Family Services Ltd

Southlands Rest Home, 7 Linkfield Lane, Redhill RH1 1JF

Inspected under the social care common inspection framework

## Information about this residential family centre

This privately owned service is registered to conduct residential parenting assessments for up to 10 families. At the time of this inspection, nine families were resident. Assessments are usually commissioned by a local authority or the court.

The service and manager were registered with Ofsted in March 2022.

### Inspection dates: 17 and 18 August 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:** not applicable

**Overall judgement at last inspection:** not applicable

**Enforcement action since last inspection:** not applicable

## Inspection judgements

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

Parenting assessments are of a good quality and a strong area of practice for all staff. Parents said that they understood why they were there and that they are involved in all their reviews. Staff track the progress of parents through key-work sessions and observations, and this is well recorded. Professionals reported that reports are well written and timely. There is a strong link between the assessment framework and models of attachment with clear references made in daily logs and one-to-one sessions.

Staff review the good-quality support plans for parents monthly. Staff are responsive to parents who have additional needs. Managers provide them with visual and communication aids to help parents who require more focused support. This promotes a high level of inclusion.

Staff are sensitive to the anxieties of parents moving into the centre and ensure that they are involved in making their plans. For example, one parent had several visits before eventually moving in. This allowed the parent time to get to know the centre and gave the staff time to understand the parent's needs. When families leave, a plant is placed in the garden as a memento of their stay, and this is very well received.

Managers and staff promote the building of relationships between parents and children through a wide range of activities. These include arts and crafts sessions, barbecues and a recent sports day. Families are looking forward to the upcoming Teddy Bear's Picnic. Parents have pampering and movie nights, which promote the building of supportive relationships.

Parents reported good relationships with managers. However, relationships with staff are variable. Parents reported feeling disrespected by some staff, and the manager has a plan in place to address this. Parents' views and wishes are known by managers through involvement in one-to-one sessions with key workers, placement reviews and house meetings. While parents value the house meetings, they do not have sight of the minutes. This is a missed opportunity to ensure parents know that their views have been heard and that there will be a response to any concerns that they have raised.

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

Children's welfare is central to the work that the staff do. Staff take measures to keep children safe and away from harm. Staff intervene in altercations between parents, providing help to the parents to work out their differences without aggression. This helps parents to understand the possible long-term impact of their behaviour on their child.

Clear and detailed risk assessments are in place. They are reviewed monthly and, if required, sooner. Levels of risk are clear, and control measures ensure that they are reduced. Placement plans are followed carefully. For instance, staff supervise parents and children in the community until parents are deemed capable of keeping their children safe. This provides parents with time and support to learn how to safeguard their child.

Children and parents do not go missing from the centre. However, when a parent left their child, staff cared for the child until the responsible authority found a suitable foster carer.

Staff receive appropriate support and guidance on how to have difficult conversations with parents, and managers model scenarios. Training is available about working with challenging parents, addressing domestic violence and mental health. This prepares staff for working with a diverse range of needs.

Safeguarding arrangements are in place to protect children and parents and promote their welfare. The procedures are known, and staff follow them. Staff were reflective when provided with a scenario and demonstrated clear thinking on how to respond to keep the child safe.

Some parents reported that the staff have given them conflicting guidance about the day-to-day care of children, for example how to sterilise bottles. This has confused some parents about how they should care for their child.

Processes for the administration of medication are in place and staff follow them. However, the recording sheets do not show why a medication is needed. Unused medication was left in a parent's medication box. This could lead to medication being administered when it is not required.

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

The registered manager was on leave during this inspection, but participated by way of a phone call. Leaders and managers are ambitious for the centre and have high expectations of staff. They set high standards for parenting assessments, support, and safety. Expectations of parents are realistic and progress is closely monitored. Clear support is in place to enable parents to achieve and for children to meet milestones. Leaders and managers are involved in all aspects of the centre. As a result, parents feel able to approach them about any concerns that they might have.

Leaders and managers are involved in the assessment process for all parents and children. They have a good understanding of the plan for each family, and are involved in the monthly meetings that review progress and make suggestions as required. Leaders and managers monitor reports of parents' one-to-one sessions, and liaise well with external professionals such as health visitors and midwives to share information and progress.

Leaders and managers provide staff with regular practice-based individual and group supervision. Team meetings are inclusive and contain a training and modelling session that staff learn from. Staff speak positively of the induction process and the quality of training on offer. Training is tailored to the specific needs of children and parents, as well as to staff individual development. All staff have appraisals planned for the end of the year.

When critical documentation has not been received within agreed timescales, leaders and managers chase this up and are consistent with their requests for this documentation. This enables staff and parents to see their commitment to ensuring that assessments happen within the expected timescale.

Systems for monitoring the quality of care are in place. However, reports following these reviews have not been supplied to Ofsted. In addition, the report from the independent visitor was not submitted. As a result, Ofsted was not able to monitor and review the progress of the service, for example when the service started to admit families.

Leaders and managers know and understand the centre's strengths and weaknesses and take action to address them. They have worked to build their workforce and have a good recruitment process in place. Health and safety measures are in place and are mainly effective. However, not all visitors receive information on how to evacuate the centre in an emergency.

## 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 establish and maintain a system for—</p> <p>reviewing at appropriate intervals; and</p> <p>improving 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>	<p>15 October 2022</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>Where the registered provider is an organisation or a partnership, the residential family centre shall be visited in accordance with this regulation by—</p> <p>the responsible individual or one of the partners, as the case may be;</p> <p>another of the directors or other persons responsible for the management of the organisation or partnership; or</p> <p>an employee of the organisation or partnership who is not directly concerned with the conduct of the residential family centre.</p> <p>Visits under paragraph (1) or (2) shall take place at least once a month and may be unannounced.</p> <p>The person carrying out the visit shall—</p>	<p>15 October 2022</p>

interview, with their consent and in private, such of the residents and persons working at the residential family centre as appears necessary in order to form an opinion of the standard of care provided in the residential family centre;

inspect the premises of the residential family centre, its daily log of events and records of any complaints; and

prepare a written report on the conduct of the residential family centre.

The registered provider shall supply a copy of the report required to be made under paragraph (4)(c) to—

the Chief Inspector;

the registered manager; and

in the case of a visit under paragraph (2)—

where the registered provider is an organisation, to each of the directors or other persons responsible for the management of the organisation; and

where the registered provider is a partnership, to each of the partners.

Regulation 25 (1)(2)(a)(b)(c)(3)(4)(a)(b)(c)(5)(a)(b)(c)(i)(ii)

In particular, the registered person should ensure that the report is supplied to Ofsted within the agreed timescale.

## Recommendations

- The registered person should ensure that, where parents are being supported to develop parenting skills, they are enabled to build and sustain constructive relationships with staff so that, where possible, they are able to resolve conflicts themselves in a positive manner. In particular, parents should receive consistent messages from staff. (Residential family centre NMS 4.3)
- The registered person should ensure that there is an emergency escape plan that all staff, parents and children are familiar with and have practised so they know what to do in an emergency. In particular, visitors to the centre should be informed of fire evacuation procedures on arrival. (Residential family centre NMS 11.6)
- 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 is taken to address any issues raised by this monitoring. In particular, ensure medication administration documentation allows for regular reviews and indicate what a medication is for. (Residential family centre NMS 19.2)

- Parents are encouraged to communicate their views, wishes and feelings on all aspects of their placement, assessment and support. Staff take account of these views, wishes and feelings in the day to day running and development of the centre. In particular, house meetings should be regular and a record of these meetings should be made available to all parents. (Residential family centre NMS 2.1)

## **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:** 2660019

**Registered provider:** Khin Family Services Ltd

**Registered provider address:** 7 Linkfield Road, Redhill, Surrey RH1 1JF

**Responsible individual:** Daniella Bissember

**Registered manager:** Princess Peterkin

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## **Inspector**

Vevene Muhammad, Social Care Inspector



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