

# Jamma Umoja

Jamma Umoja (Residential Services) Limited

23 Haling Park Road, South Croydon, Surrey CR2 6NJ

Inspected under the social care common inspection framework

## Information about this residential family centre

This residential family centre is a family resource service offering parental assessment and treatment services. The centre aims to complete residential parental assessments within a 12-week timeframe, amending this if necessary to meet the individual needs of families. The centre accommodates up to nine families and is staffed on a 24-hour basis.

The centre was registered with Ofsted in December 2004. The manager registered with Ofsted in October 2021. At the time of this inspection, there were nine families undergoing residential assessments.

### Inspection dates: 15 and 16 November 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:** 1 December 2021

**Overall judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Inspection judgements

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

Staff demonstrate care and compassion towards families. They recognise the impact the assessment process can have on parents' emotional and physical well-being and offer parents additional support. For example, parents are given respite from caring for their children when they feel overwhelmed. Additionally, the centre runs well-being groups for parents, including mindfulness and Pilates sessions. This helps parents to look after themselves and improves their experience at the centre.

Staff understand each parent's starting points and help them to develop their skills. Staff offer one-to-one support to parents with things such as cooking and budgeting. The support is tailored to the individual needs of the family and is outlined in their care plan. One parent said, 'They have definitely made me a better parent.'

Parents' complaints are taken seriously. The registered manager has oversight of all complaints and parents consistently receive a written response to concerns that they raise. Parents also have the opportunity to raise any concerns at regular residents' meetings.

Parents and children are welcomed into the centre. One parent said that staff helped them to move their belongings in and ensured that they had everything they needed. Staff were described as 'lovely' and 'so helpful'. All parents receive a welcome pack and a residents' guide. The guide clearly sets out who works at the centre and what is expected of both staff and residents.

Parents have a good understanding of the assessment process. They feel that they receive regular feedback throughout their time at the centre. However, some parents feel that this can sometimes be too much, and staff can be overly critical of them. Other parents feel that this is what is needed to help them to make positive changes.

Assessments are analytical and comprehensive. They are well written, clearly detail the work undertaken and include a thorough assessment of parental capacity. Assessments recognise the parents' strengths as well as any areas of concern. They focus on children's needs now and in the future. Assessments conclude with clear recommendations and follow the letter of instruction to illustrate how parenting skills are assessed.

The centre is committed to improving outcomes for children. Leaders and managers challenge local authorities effectively when there are concerns about the future plans for children and parents.

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

The centre has a strong and proactive response to safeguarding. Risk assessments are regularly reviewed and updated throughout the assessment process. Extra

measures are put in place when concerns are highlighted. This helps to keep children safe.

Despite having a strong safeguarding culture, not all staff are fully aware of whistle-blowing procedures. The centre's whistle-blowing policy does not give clear examples of what constitutes a whistle-blowing concern, what action should be taken and what staff should expect to happen in response to a concern. Although all staff would report a concern to the registered manager, or other people within the organisation, they were not aware of who else they can go to.

Incidents are managed well. If parents have acted disrespectfully towards each other, this is addressed immediately and there is a formal response to all incidents. Families are offered support through mediation to help them to learn how to treat each other with respect. One parent said that this was very effective and helped her to settle into the centre. This approach helps to ensure that there are consistent boundaries in place that create feelings of safety.

Parents are offered a range of support groups in the centre. Domestic abuse groups are run separately for men and women. Additionally, there are specific parenting support groups for both mothers and fathers. The support groups help parents to make sense of what has happened to them and the impact this may have on their children.

Parent and child bonding is promoted in the centre. Groups such as 'baby sensory' and 'rhyme time' help parents to bond with their children. Additionally, parents are supported to attend groups in the local area. This gives parents additional opportunities to learn and develop.

The premises continue to be updated and refurbished. The downstairs bathroom has been replaced. There are plans in place to continue this refurbishment throughout the centre. All parents said that they had everything that they need and did not have any complaints about the centre's facilities.

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

A suitably skilled and experienced registered manager manages the centre effectively. Leaders and managers have worked hard to ensure that all of the requirements and recommendations from the last inspection have been met. This includes recruiting more social workers.

Leaders and managers regularly review and monitor the quality of assessment and support provided to families. Feedback from parents and professionals is used to reflect with staff about what could have been done differently to improve practice. It also informs leaders and managers about the areas for development within the service.

Leaders and managers have good oversight of assessments, reports and care plans. They ensure that these are comprehensive and of a good quality. Leaders and managers have a good understanding of parents' capacity for change. This ensures that the assessment process is fair and balanced.

Leaders and managers review the suitability of the placement for parents and children. They recognise if families are not settling and work closely with placing authorities to make alternative arrangements.

Staff induction and training activities are effective. Leaders and managers review the training that is offered and provide additional training when there is an identified need. This ensures that staff remain up to date and can provide effective support.

Staff morale is positive. Staff feel very well supported in the job and also in their personal lives. The staff team is stable, and staff report that they work well together. Staff feel that things are improving all the time, and they have benefited from team-building exercises.

Staff receive regular, effective supervision. Supervision is reflective and provides a space for staff to discuss the impact of the work they do as well as any practice or personal issues. The staff are very positive about the supervision they receive; they feel that it is beneficial and helps them in their role.

Staff receive meaningful appraisals. Staff appraisals clearly reflect their work and contribution to the service. There are clear plans and targets for staff practice, training and development.

Feedback from placing authorities continues to be positive. The centre has continued to operate at full capacity, with some repeat referrals from some local authorities.

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

### **Recommendation**

- The registered person should ensure that there is a clear procedure for dealing with allegations and that the procedure is known by all staff. ('Residential Family Centres: National Minimum Standards', 18.1 and 18.2)

### **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:** SC052588

**Registered provider:** Jamma Umoja (Residential Services) Limited

**Registered provider address:** Mazars Llp Apex 2, 97 Haymarket Terrace,  
Edinburgh EH12 5HD

**Responsible individual:** Ronald Crosbie

**Registered manager:** Naomii Crosbie Serrant

**Telephone number:** 02082396122

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## **Inspector**

Leanne Grant, Social Care Inspector

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