

Khin Family Services

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

Monitoring visit

Inspected under the social care common inspection framework

Information about this residential family centre

This service is privately owned and is registered to carry out residential parenting assessments for up to 10 families. Assessments are usually commissioned by a local authority or the court.

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

The service's first full inspection was carried out on 17 August 2022.

Inspection date: 21 November 2022

Date of previous inspection: 17 August 2022

This monitoring visit

This visit was carried out due to concerns being raised over a significant safeguarding incident and how this was managed.

During this visit, the records relating to the incident were reviewed. The inspector found that not all details were recorded. For example, there was an omission in the chronology of significant events that form part of the monthly placement report. This meant that the social worker did not have the added visual to show that something had happened.

Since the incident, leaders have introduced a new role of a shift leader. This new role has helped to increase oversight and accountability to every shift.

All staff have been required to read all the safeguarding policies again. This includes the policy on having toys in babies' cots. This refresher has already helped staff to identify potential risks.

Following the significant incident, leaders and managers have ensured that staff have received additional training. This has included staff receiving training in mental health awareness, challenging behaviour and how to manage conflict. Staff have also benefited from focused team meetings that have enabled them to use scenarios to improve their knowledge.

Leaders and managers acknowledge that there was a delay in informing Ofsted of the significant incident. Senior leaders have taken key learning of the seriousness of the incident and have reviewed their response.

The requirements from the last inspection remain and will be reviewed at a future inspection.

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 Commission 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>	15 February 2023
<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>	15 February 2023

<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;</p> <p>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.</p> <p>The registered provider shall supply a copy of the report required to be made under paragraph (4)(c) to—</p> <p>the Commission;</p> <p>the registered manager; and</p> <p>in the case of a visit under paragraph (2)—</p> <p>where the registered provider is an organisation, to each of the directors or other persons responsible for the management of the organisation; and</p> <p>where the registered provider is a partnership, to each of the partners.</p> <p>(Regulation 25 (1) (2)(a)(b)(c) (3) (4)(a)(b)(c) (5)(a)(b)(c)(i)(ii))</p> <p>This particularly refers to ensuring that the report is supplied to Ofsted within the necessary time frame.</p>	
<p>The registered person shall maintain in respect of each family accommodated in the residential family centre a record which—</p> <p>includes the information, documents and other records specified in Schedule 3 relating to the members of the family;</p> <p>is kept up to date;</p> <p>is retained in the residential family centre so long as the family to which it relates is accommodated there; and is retained in a place of security for a period of fifteen years from the date of the last entry.</p> <p>(Regulation 19 (1)(a)(b)(c)(d))</p>	<p>15 February 2023</p>

This particularly refers to ensuring that records relating to any serious incident are clear and kept up to date.	
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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 centres: national minimum standards', page 11, paragraph 4.3)
- 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, staff should treat parents with respect at all times and their views and opinions valued. ('Residential family centres: national minimum standards', page 11, paragraph 4.3)
- The registered person should ensure that parents are encouraged to communicate their views, wishes and feelings on all aspects of their placement, assessment and support. Staff should 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 centres: national minimum standards', page 9, paragraph 2.1)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the residential family centre since its last Ofsted inspection.

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

Residential family centre details

Unique reference number: 2660019

Registered provider: Khin Family Services Limited

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

Responsible individual: Daniella Bissember

Registered manager: Princess Peterkin

Inspector

Vevene Muhammad, Social Care Inspector

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