

# The Elms

Majestic Family Services

The Elms, 8 Richmond Road, Ramsgate CT11 9QP

Inspected under the social care common inspection framework

## Information about this residential family centre

The centre can accommodate up to eight families. At the time of this inspection, six families were in residence. The centre offers a service to parents and children of all ages who are referred from the courts and local authorities for assessment.

The service and manager registered with Ofsted in April 2022.

### Inspection dates: 25 and 26 January 2023

**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:** 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**

The service provides effective assessments, resulting in parents feeling more assured with their parenting abilities. They are confident in asking staff for advice and support. They speak positively about the assessment process, despite it being challenging for them. Parents can see the progress that they and their children are making. As a result, they are more likely to persevere with the assessment process. One parent said, 'The difference here is crazy...I am happier here...there's so much support.'

Parents share their views, wishes and feelings at regular house meetings. Managers are responsive and take action when parents share their views. At the request of a parent, managers provided a space for staff and parents to share positive affirmations. This is well used and demonstrates that parents' views are valued and respected.

Parents and children have good day-to-day experiences. Staff work to ensure that parents have opportunities to socialise together. They also encourage them to use community facilities, to help parents build relationships outside of the centre. The centre provides children with a wide range of play equipment. This promotes their growth and development. Parents work together to keep their environment comfortable and child-friendly.

Staff are sensitive to the anxieties parents feel when moving in and out of the centre. They ensure that parents are involved in these plans. There is good communication between staff and responsible authorities about the plans for parents joining and leaving the centre. For example, managers and staff worked with a responsible authority when a parent moved out in an unplanned way, to ensure the parent was supported.

Parenting assessments contain relevant content and detail the parents' capacity to care for their child. Staff track the progress parents make during the assessment, and this is well recorded. Parents know the stages of their assessment. They can comment about their progress at their reviews and during the daily feedback that they receive from staff. As a result, parents have clarity about the direction in which their assessment is going.

There is a clear link between the assessment framework and models of attachment. The social worker showed an understanding of frameworks used when assessing parental capacity. Staff demonstrate a good understanding of attachment models and the importance of a secure base between parents and children. Staff understand what underpins their practice.

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

Clear and detailed information is available to staff about the welfare of children. This means they can provide parents with relevant advice on how to care for and protect their children from harm. Parents know that they are receiving guidance and being assessed on the decisions they make about the care they provide for their child. Parents understand that if there is a safeguarding concern, staff will intervene to ensure that children are safeguarded.

Risk assessments are in place. They demonstrate how levels of risk can be reduced and provide good evidence of how staff manage risks. For example, when a parent has a history of substance misuse, hair-strand tests are completed before they move in, and where required during the assessment. Staff have a clear understanding of the risks that some parents can present and they promote the safety of children and parents at the centre.

Staff provide high levels of supervision until parents show evidence of progress. There is a gradual reduction in the supervision levels where children are at less risk. Staff help and support parents to make decisions around the care of the child.

Staff work together to manage incidents that arise. For example, during this inspection a challenging situation emerged. This was managed well. The clear working together approach ensures that any parent showing distress receives support and that other parents at the centre receive reassurance.

Staff provide parents with guidance about the impact of smoking and how this can affect their child. The centre requires parents to wear smoking jackets. They are encouraged to wash their hands before handling their child after smoking. This helps to reduce child exposure to secondary smoke.

Safeguarding arrangements are in place to protect and promote the welfare of children and parents. Staff notify relevant agencies of any safeguarding incidents in a timely way. Managers and staff review and reflect on practice following safeguarding incidents to help inform decision-making in the future.

Good recruitment practices are in place. This ensures that only safe people work at the centre.

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

Leaders and managers are ambitious and are committed to the development of the centre so that children and parents receive the best possible care. They recognise the different learning styles parents may have. This includes parents with learning disabilities and other learning needs.

Leaders and managers ensure that assessments are complete within the expected timescale. Assessments have relevant content and the recommendations are clear.

However, written reports that are provided to the court contain grammatical and typing errors. This detracts from the otherwise well-written reports.

There are several processes in place to enable managers to understand the progress that families make, including well-written logs and daily handover documentation. There are regular management meetings and audits to ensure good monitoring of progress.

Leaders and managers provide staff with reflective supervision sessions. These are practice-based and meets staff's developmental needs. This area of work is a particular strength of this service. A range of training opportunities ensure the continuous development of all staff. There is a strong focus on staff well-being. Staff speak positively about the management style of the manager. As a result, staff feel valued and committed to the continued development of the service.

Leaders and managers know the centre's strengths and areas for development. They take action to address them. Leaders and managers have a good relationship with their independent visitor. They respond to any recommendations made and cascade information to staff. This ensures that staff are aware of what needs to happen to make improvements and are involved in implementing the relevant changes needed.

Leaders and managers liaise well with a range of professionals. This ensures that the best possible care and support are provided for children and parents. There is excellent feedback from professionals. They feel confident in the work that the centre does to ensure good outcomes for families. Leaders and managers have strong working relationships with their nurse and their local police community support officer. Feedback from parents is positive.

Leaders and managers are effective in promoting equality, diversity and inclusion. They are committed to working collaboratively with families and meeting each family's individual needs, including religious and dietary needs.

## 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 must ensure that conclusions or recommendations are made as a result of the assessment or monitoring and that—</p> <p>such conclusions or recommendations are objective and based on verifiable evidence; and</p> <p>the evidence on which they are based is capable of being presented in a manner that is clear, accessible and appropriate to the persons who will need to consider them. (Regulation 13 (4)(a)(b))</p> <p>In particular, ensure the written final assessment report is free from grammatical and typing errors.</p>	4 April 2023

### 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:** 2677117

**Registered provider:** Majestic Family Services

**Registered provider address:** Atlas Chambers, 33 West Street, Brighton BN1 2RE.

**Responsible individual:** Ross Barnett

**Registered manager:** Amy Noone

**Telephone number:** 01843 307137

**Email address:** amy.noone@majesticfs.co.uk

## **Inspector**

Vevene Muhammad, Social Care Inspector

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