

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 February 2023

Date of previous inspection: 17 August 2022

This monitoring visit

This visit was carried out in response to a safeguarding incident notification sent to Ofsted by the registered manager. There was also a concern about the methods of surveillance used in the service.

Staff were concerned about a child potentially not having been fed breakfast. When the managers reviewed the CCTV footage, they became aware of a safeguarding incident. Once alerted to the risk, the registered manager took appropriate action. Referrals were made to partner agencies, and a plan was put in place to safeguard children.

However, after reviewing further footage, it became clear that similar incidents had happened on two other occasions over the previous eight days. The current practice around the use of CCTV systems does not safeguard children in real time.

The policies and protocols in place relating to surveillance are not compliant with the regulations and published guidance.

The centre's policy states that CCTV is in place for the purpose of monitoring and safeguarding children and families. The current practice of reviewing CCTV footage only when a concern arises is, therefore, not consistent with guidance. There is no clear assessment of risk detailing the methods of surveillance to be used for each individual family. There are no individual assessments relating to how often CCTV footage will be reviewed or monitored. The use of CCTV does not keep children safe in its day-to-day use.

Staff are not trained or authorised to review CCTV footage. This reduces the effectiveness of its use in relation to safeguarding.

The positioning of CCTV cameras does not protect the privacy and dignity of parents. Cameras cover the parents' bedrooms, including their beds. There are no risk assessments detailing why this is necessary.

The requirements and recommendations from the last inspection were not reviewed and will be considered 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>*Subject to paragraph (6) and any requirements for electronic monitoring imposed by a court under any enactment, the registered person must ensure that electronic or mechanical monitoring devices for the surveillance of residents are not used in a residential family centre, except for the purpose of—</p> <p>safeguarding their welfare, or that of other residents accommodated in the centre; or</p> <p>assessment or monitoring carried out under regulation.</p> <p>The registered person must ensure that any use of such devices is subject to the following conditions:</p> <p>its use is no more intrusive than necessary.</p> <p>The registered person must ensure that staff at the residential family centre are appropriately trained and understand the requirements imposed by this regulation before they use any such devices. (Regulation 21A (1)(a)(b) (2)(b) (4))</p> <p>This particularly refers to the use of CCTV in the centre.</p>	<p>5 May 2023</p>
<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.</p>	<p>5 May 2023</p>

<p>The procedure under paragraph (1)(b) must in particular provide for—</p> <p>written records to be kept of any allegation of abuse or neglect, and of the action taken in response; and</p> <p>consideration to be given in each case to the measures which may be necessary to protect children in the residential family centre following an allegation of abuse or neglect. (Regulation 12 (1)(a)(b) (2)(d)(e))</p> <p>This relates to internal reviews taking place and any lessons learned following an incident to address staff practice.</p>	
<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>	5 May 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>	5 May 2023

<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>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</p> <p>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. (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 timescales.</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>5 May 2023</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.
(Regulation 19 (1)(a)(b)(c)(d))

This particularly refers to ensuring that records relating to any serious incident are kept up to date and clear.

*This requirement is subject to a compliance notice.

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 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 value their views and opinions. (Residential Family centre NMS 4.3)
- The registered person should encourage parents 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 centre NMS 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 Ltd

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

Responsible individual: Daniella Bissember

Registered manager: Princess Peterkin

Inspector

Lisa O'Donovan, Regulatory Inspection Manager

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