

# Care 2 Share Residential Family Assessment Centre

Care 2 Share Limited

17 Wallwood Road, Leytonstone, London, E11 1DQ

Inspected under the social care common inspection framework

## Information about this residential family centre

This residential family centre provides parental assessments for up to five families at any one time and is staffed on a 24-hour basis.

The centre registered with Ofsted in June 2012. The manager registered with Ofsted in September 2022. At the time of this inspection, there were three families undergoing residential assessments.

### Inspection dates: 28 February and 1 March 2023

**Overall experiences and progress of children and parents, taking into account** outstanding

How well children and parents are helped and protected outstanding

The effectiveness of leaders and managers outstanding

The residential family centre provides highly effective services that consistently exceed the standards of good. The actions of the residential family centre contribute to significantly improved outcomes and positive experiences for children and parents.

**Date of last inspection:** 26 September 2018

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Inspection judgements

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

Children and parents consistently receive excellent support during their parenting assessment at the centre. Parents feel welcomed, and they are enabled to build positive relationships with staff. This helps parents to settle and be able to accept help at a difficult time.

Children and parents are treated with dignity and respect. Staff and managers are positive about parents and what they can achieve. Assessments and direct work take into account each parent's individual needs and starting points. Assessments are balanced and identify areas of strengths as well as concerns

The manager and staff are creative and offer children and parents a wide range of activities in the centre and in the local community. Activities are educational but also give families the opportunity to spend quality time together and have fun. Specific groups for fathers tailor support to ensure that their individual needs are met. Additionally, parents are supported to complete recognised training courses, which helps them to learn new skills and gives them more opportunities for future employment.

Children's and families' health and well-being improve during their time at the centre. Their individual needs are well understood by staff, who go above and beyond to get the right support for families. This includes working closely with local partners in health services. The centre sources additional support from services such as the sexual health nursing team and the local drug and alcohol support team. In addition, all parents are able to access counselling. This support gives parents the best possible chance to make change and progress.

Complaints about the centre are rare. If parents do want to make a complaint, they know how to and are encouraged to do so. Leaders and managers give written responses to complaints to demonstrate what action has been taken in response to the parent's concern. This helps parents to feel heard and improves their time in the centre.

Assessments are analytical and comprehensive. They are well written and include a thorough assessment of parental capability. Assessments conclude with clear recommendations and follow the letter of instruction to illustrate how parenting skills are assessed.

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

Safeguarding practice is outstanding and remains a priority for the manager and staff. Staff have a good understanding of their safeguarding roles and responsibilities. Leaders, managers and staff want to support parents to care for

their children safely. However, if there are concerns about a child's safety, this is raised immediately with relevant professionals and safety plans are put in place.

Children's and parents' risks and needs are understood well. Thorough risk assessments and placement plans are in place. They are updated if risks or needs change. This ensures that staff have a clear understanding of what the concerns are and how best to support children and parents.

High-quality key-work sessions help parents to learn and develop. Staff support parents to improve their parenting skills with individual key-work sessions in addition to a group parenting programme. Parents' progress is monitored and tracked through a weekly feedback tool. This tool is easy to understand and helpful for both parents and staff to identify families' needs.

Recruitment practice is robust. Careful recruitment and monitoring of staff ensure that only suitable people work with children and families. There have been no allegations against staff in the centre and no referrals to the local authority designated officer.

Professional practice results in the sustained improvement of the safety and welfare of children. Highly effective planning, assessment and support ensure that risks are managed well in and out of the centre. As a result, many families have been able to safely return to the community.

Practice is evidence-based and informed by research. One example of this is the centre's decision to increase the length of parental assessment, following recent research. Leaders and managers continue to identify appropriate training and support for staff to ensure that they are up to date with relevant research and guidance to inform and develop their practice.

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

Leaders and managers are inspirational and ambitious. They are committed to improving the lives of the children and parents. The centre is managed effectively by a suitably experienced registered manager, who is supported by an efficient deputy manager. Their passion and motivation are clear and inspire their staff team.

Leaders and managers continuously monitor the quality of assessment, care and support provided to families. They regularly seek feedback from parents at each stage of the assessment, as well as in residents' meetings and from their own relationships with families. Feedback from professionals is also used to improve the quality of the service. The registered manager has a clear vision of what she wants to achieve and the areas the centre can develop further.

Leaders and managers ensure that the plans for families are comprehensive and address their needs. They have a good understanding of parents' capacity for change and can demonstrate the impact that the centre has had on children's lives. Leaders and managers routinely gather information on outcomes for families after

they have left the centre. This gives them a good understanding of the impact the centre has had and what works well.

Staff morale is very positive. Staff are creative and enthusiastic about the work that they do with parents and children. Staff feel supported by the leadership team and proud to work for the organisation.

Staff receive regular and effective supervision. Case discussions are detailed and reflective. Supervision focuses on the impact of the work on individual workers as well as the plans for families and actions that need to be taken. Staff also benefit from regular group supervision in their monthly team meetings. This provides more opportunities to improve professional practice.

The centre has sufficient facilities for families. However, some of the furniture is worn, as is the general décor. Some of the family bedrooms have metal bars at the windows. This gives the centre an institutionalised feel and could be improved.

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

### **Recommendation**

- The registered person should ensure that they provide a comfortable and homely environment that is well maintained and decorated. Risk reduction should not lead to an institutional feel. (Residential Family Centres: NMS, 11.2)

### **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:** SC446588

**Registered provider:** Care 2 Share Ltd

**Registered provider address:** 46 The Ridgeway, North Harrow, Harrow HA2 7QN

**Responsible individual:** Mehnaaz Chaudhary

**Registered manager:** Natasha Mullings

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## **Inspector**

Leanne Grant, Social Care Inspector

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