

Care 2 Share

Care 2 Share Ltd

19 St Mary Road, Walthamstow, London E17 9RG

Inspected under the social care common inspection framework

Information about this residential family centre

This residential family centre is owned and managed by a private provider. The centre is based within the London Borough of Waltham Forest. The organisation also has two other residential family centres based in the East London area. This centre provides parental assessments for up to six families. It specialises in supporting parents with a learning disability.

The centre registered with Ofsted in May 2006 and the manager registered in 2011.

At the time of this inspection, five families were residing at the centre.

Inspection dates: 22 and 23 March 2023

Overall experiences and progress of children and parents, taking into account	outstanding
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How well children and parents are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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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: 27 November 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and parents: outstanding

Children and parents have extremely positive relationships with the manager and staff while they live in this centre. This is because staff spend time getting to know the families as individuals. They can therefore offer individualised care and attention. Parents expressed that they value the positive relationships they share with staff. One parent said, 'It has really helped me by coming here and I am able to talk to staff.'

Families are warmly welcomed when they arrive at the centre. The manager and staff team work closely with placing authorities to ensure that parents understand the purpose of their stay and assessment. Parents are helped to understand the expectations and how the assessment process works. Parents are fully involved in their assessments and their views about their progress are regularly obtained.

The current cohort of families living at the centre get along very well and engage in joint activities, celebrations and mealtimes. When parents do not get along, staff act to resolve conflicts at an early stage and therefore prevent escalation.

There is good evidence to show that the support provided to families and the work that parents do while at the centre promote the chance of a positive outcome to their assessment. Staff encourage parents to develop their parenting skills and help prepare them for their future. This includes encouraging them to keep on top of daily household chores, working on their independence skills and supporting them to develop consistent daily routines, such as feeding and bedtime routines.

Parents take part in programmes, training and activities to help them to develop their skills and confidence. This enables parents to explore and enhance their parenting skills, experiences, relationships and health and well-being. Parents are supported to address and prevent issues relating to domestic abuse and substance misuse. Families engage in programmes and activities, including baby massage, well-being Wednesday, fathers' walking Friday, coffee mornings, buggy walks, and art and craft and cooking sessions. They also enjoy celebrating special events such as birthdays, Christmas, Mother's Day and Father's Day.

Staff tackle some difficult topics and areas of parenting shortfalls. While doing so, they continue to maintain positive relationships with parents. This shows they can skilfully support and nurture parents while providing an appropriate level of challenge. Key-work session and progress reports are exceptionally detailed. Parents are helped to understand where they are making good progress and where there are areas for improvement. Some parents remain in contact with the manager and staff when they leave the centre regardless of whether they have had a positive or negative outcome to their assessment. One social worker said, 'Parents are given the best possible opportunity to succeed at the centre.'

Parenting capacity and Parent Assessment Manual assessments are carried out by qualified social workers and are of a very high standard. Assessments are analytical and comprehensive and highlight parents' strengths and weaknesses, their current parental capacity, any parenting or safeguarding concerns and recommendations for improvement.

How well children and parents are helped and protected: outstanding

The manager and staff strongly promote and protect the welfare of vulnerable parents and children throughout the assessment process. A strong safeguarding thread runs through all aspects of the centre and staff practice. The manager and staff support families and keep them safe. Parents are clear about the expectations relating to acceptable behaviour.

Risk assessments contain up-to-date information about known and anticipated risks and whether risks are increasing or decreasing, and indicate if any new risks have arisen during the placement. Risk assessments provide staff with clear guidance about how risks for parents and their children should be managed. Good-quality direct work helps parents to develop their understanding of personal safety and supports them to make safer choices. This robust risk management has contributed to there being no serious incidents for parents and children.

All staff receive training in safeguarding and have a good understanding of the action they should take if concerns are identified. Parents benefit from training and education in a range of areas that support children's safety and well-being, such as paediatric first aid and health and safety.

Families benefit from staff's effective and consistent partnership working with external professionals. Working successfully in this way helps to ensure that there is a joined-up approach to safeguarding children and parents. One social worker said, 'I am kept fully up to date about the family's progress. I was provided with helpful information by email on my return from annual leave so I came prepared for my visit to see the family today.'

CCTV is used to monitor families only where and when necessary. Agreements for monitoring parents and their children are needs-led and based on risk levels. When they arrive at the centre, parents are helped to understand the use of CCTV and its purpose. In addition to the routine monitoring and surveillance of families, staff review parental capacity and progress by reviewing CCTV footage relating to the information provided by parents on their daily routine sheets. This is then discussed with parents and helps them to reflect on their parenting skills.

There are robust procedures in place to ensure that all areas of the centre are well maintained and free from hazards. Safer recruitment procedures are carefully followed. This helps to ensure that families are not exposed to unsuitable staff.

The effectiveness of leaders and managers: outstanding

The centre is well managed by a permanent and experienced manager. She has an excellent understanding of the service and realistic expectations of what parents and staff can achieve. She understands the centre's strengths and areas for development and is aspirational both for families and for staff.

Staff retention is good, which provides families with continuity of care. Staff reported that there is a supportive environment, where they feel valued for their work. Staff benefit from a thorough induction, regular supervision and training and yearly appraisal. Staff have good opportunities to develop and progress, and can also become champions in certain areas of their work. This enables them to develop competence and confidence. As a result, there is high morale among staff and they enjoy coming to work.

The staff team is an all-female team and some staff, parents and professionals have commented on how it would be helpful to fathers to have the support of a male member of staff. Leaders and managers reported that they continually try to recruit male staff but, to date, this has not been successful. Despite the statement of purpose stating that 'all fathers are allocated a keyworker in conjunction, where necessary, with a male support worker', some fathers have not been offered this support.

External agencies spoken to as part of this inspection were complimentary about both the support offered to families and the good levels of communication and joined-up working. One local authority commissioner said, 'The values and ethos of this centre are sound. The centre is by far the number one centre that we place families at; there is no close second.'

Parents are aware of the complaints procedure. Complaints are addressed promptly and appropriately. The recording and documenting of evidence and investigations relating to complaints are evidence-based and strong. The outcome of complaints is discussed with parents and a written record is shared with them. This ensures that parents feel listened to.

Monitoring of the service is exceptionally good. Leaders and managers undertake regular monitoring checks to review the quality of care and assessment. They regularly seek feedback from parents and professionals and use this feedback to help them to improve the quality of the service.

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

Recommendation

- The registered person should ensure that the overall number, competence and deployment of staff, both as a staff group and on individual shifts, can fulfil the centre's statement of purpose and meet the individual needs of all parents. In particular, consider the specific needs of fathers. ('Residential Family Centres: National Minimum Standards', 15.1)

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: SC067331

Registered provider: Care 2 Share Ltd

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

Responsible individual: Mehnaaz Chaudhary

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Inspector

Lisa Mulcahy, Social Care Inspector

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