

Highbury House

Twenty Four-Seven High Support Accommodation for Young People Limited

Address withheld

Inspected under the social care common inspection framework

Information about this residential family centre

This residential family centre is privately owned and operated. The centre provides accommodation for up to eight families who are subject to parenting assessments.

A new manager is in post, who is in the process of applying to Ofsted for registration.

Inspection dates: 29 and 30 March 2023

Overall experiences and progress of children and parents, taking into account	good
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How well children and parents are helped and protected	good
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The effectiveness of leaders and managers	good
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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: none

Inspection judgements

Overall experiences and progress of children and parents: good

At the time of the inspection, there were three families living at the centre. The centre has been decorated to a high standard, with the communal areas providing a comfortable and homely environment. The families are encouraged to bring their own belongings, which helps to create a more personalised feel.

Families living at the centre have developed positive and trusting relationships with the staff and manager. During the inspection, the inspector observed parents engaging well with staff. One parent said the support from staff had helped them to become a better parent.

Families with additional needs receive additional support. Staff are skilled in adapting their communication to meet the learning needs of parents effectively. For example, pictorial aids and different coloured paper are used for parents who have learning needs. As a result, parents can communicate their understanding of their children's needs. This demonstrates staff's commitment to ensuring that the assessment process is accessible, to meet the needs of the families they provide a service to.

Assessment reports are completed by a qualified social worker. The reports are well written and provide a clear and skilful analysis of the families' progress. The reports are evaluative and provide clear outcomes and recommendations. They also include detail of the future support that families will need once they return to the community.

Families engage in the assessment process and receive weekly feedback. They are actively encouraged to share and document their views during the weekly meetings. During the inspection, parents told the inspector that the weekly feedback helps them to understand the progress of their assessment.

Staff support the parents to meet their and their children's health needs. All families are registered with the local doctor's practice. The manager has made links with the local health visiting team and the families can access support and guidance from a named health visitor who visits the centre on a fortnightly basis. This gives families opportunities to seek parenting advice from familiar professionals.

Overall, parents feel welcomed when they arrive at the centre and are supported to adapt to their surroundings. However, they are not always provided with the residents' guide before they arrive at the centre. This does not provide the families with the opportunity to ask questions or share concerns they may have.

How well children and parents are helped and protected: good

Families receive safe and effective care. The manager and staff understand their safeguarding roles and responsibilities. Safeguarding procedures are implemented to ensure that children are protected should incidents of significant concern occur.

Staff provide high levels of supervision until parents show evidence of progress. There is a gradual reduction in the supervision levels when children are at less risk. Any reductions are made in agreement with the local authority social worker. Staff have a clear understanding of the different levels of supervision. The inspector observed the staff working with the families in accordance with their supervision levels.

The centre uses CCTV to monitor families 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, families are helped to understand the use of CCTV and its purpose. For example, one parent was able to explain to the inspector why CCTV monitoring was in place.

Since the centre's registration, there have been no complaints. Families are aware of how to make a complaint but have not done so, preferring to speak to the manager directly if they have any concerns.

Good recruitment practices are in place. This ensures that only those people who are safe to do so work at the centre.

Matching documents provide sufficient information about the family's history, including strengths and concerns. The manager currently uses several different documents to record information about whether a family should move in.

When there are concerns around staff practice, these are managed well and appropriate action is taken. However, Ofsted was not notified about an incident of concern. This does not allow for external monitoring by the regulator.

The effectiveness of leaders and managers: good

The registered manager post is vacant. A new manager has been appointed and is in the process of submitting her application to Ofsted. The new manager has a social work qualification and was previously the centre's principal social worker. She already has a good understanding of the functioning of the centre.

The manager is passionate about her role and is focused on ensuring that the families have the right support, while keeping children central to the assessment process.

Since the centre was registered, there has been a high turnover of staff. This has not affected the quality of the assessments being completed. Action is being taken

to address staff vacancies. However, at present, the centre cannot run at full capacity due to staff shortages.

Staff feedback is positive. They enjoy coming to work and report that the team is supportive and encouraging. They feel supported and valued by leaders and managers.

External professionals said that communication was excellent. One social worker said the assessment of support required was helpful in creating an appropriate support plan for her family once their assessment had ended.

An independent person has been appointed to carry out monthly visits to the centre. The independent visitor completes and submits detailed reports to Ofsted in a timely way. This provides an analytical overview of the service. This helps the regulator as well as the manager in monitoring the service.

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>If, in relation to a residential family centre, any of the events listed in column 1 of the table in Schedule 5 takes place, the registered person shall without delay notify the persons indicated in respect of the event in column 2 of the table.</p> <p>The registered person shall without delay notify the parent accommodated in the residential family centre with a child of any significant incident affecting the child's welfare unless to do so is not reasonably practicable or would place the child's welfare at risk. (Regulation 26 (1) (2))</p> <p>This specifically relates to the registered manager notifying Ofsted of significant events.</p>	15 May 2023

Recommendations

- The registered person should ensure that the centre has and implements a procedure for introducing families to the centre so that their move is managed with sensitivity and care. This includes arrangements for introductions to parents and children already living in the centre. (Residential Family Centres: NMS 7.1)
- The registered person should ensure that they prepare a residents' guide which includes a summary of the statement of purpose, and provide a copy for every parent and child (of appropriate age) resident in the centre and for prospective residents. (Residential Family Centres: NMS 8.6)

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: 2677035

Registered provider: Twenty Four-Seven High Support Accommodation for Young People Limited

Registered provider address: 28 High Road, London N2 9PJ

Responsible individual: Susan Yatgin

Registered manager: Post vacant

Telephone number: 07921 308683

Email address: sueyatgin@tf-7.co.uk

Inspector

Lydia Isaac, Social Care Inspector

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