

# Rosavilla

Keys Family assessment Centre Limited

20 Parkes Street, Brierley Hill, Dudley, West Midlands DY5 3DY

Inspected under the social care common inspection framework

## Information about this residential family centre

A large national private company operates this residential family centre. It is registered to provide a service to nine families. Families usually stay at the centre for 12 weeks for their assessment. A range of assessment methods are used.

This residential family centre was registered on 8 June 2022. This is the centre's first inspection.

### Inspection dates: 15 and 16 March 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 requires improvement to be good

The residential family centre provides effective services that meet the requirements for good.

**Date of previous 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 four families residing at the centre. Assessment plans are completed prior to families moving in to the home as part of the admissions process. This allows for a smooth transition into the home and prevents any delay in the assessment process.

The centre provides a comfortable and spacious environment for parents and their children. The centre is large, and managers and staff have done their best to ensure that it is as homely as it can be. Families move in to a welcoming environment. They are provided with everything that they need to live comfortably at the centre.

Families have a good understanding of the assessment process and how it relates to them. Parents' views are listened to, both in respect of their assessments and their experiences at the centre. This enables them to develop their parenting skills in a safe environment.

Assessments are bespoke and individualised. The centre has recently introduced a new assessment model. This strengths-based model better supports parents with additional needs, such as learning disabilities. Qualified social workers use a range of interactive tools to help parents and their children to understand the assessment process and the outcome. The model identifies parents' specific needs and what might help the parent to succeed. As a result, parents develop an understanding of their children's experiences. They identify what needs to change and learn how to parent differently to ensure that their children's needs are safely met.

Families benefit from staff completing good-quality parental assessments. Reports, including final assessment reports, are based on comprehensive, clear evidence and are analytical.

Assessments effectively explore the concerns that the courts or placing authorities have about parents' safe care of children. Staff make good use of community-based services to support their work with families. This includes local children's centres, drug and alcohol services, and health and counselling resources.

Assessments show that staff have a clear understanding of families' case histories and any risks. There is careful evaluation of parents' ability to care for their children safely. Assessments have a strong focus on children's needs and their protection. Individual work explores parents' progress and the areas that they need to improve on. Parents receive weekly updates on their progress, which enables them to see what is working well and what could be improved.

The centre's social workers are responsible for writing final assessment reports. These are well written, evaluative and outline parents' strengths and weaknesses. The reports highlight parents' capacity to change, behaviours that remain a concern,

parents' understanding of the needs of their children, and how to keep their children safe.

Direct work is undertaken with parents to help them to build their safe parenting skills. Staff work with parents and aid their learning in a variety of ways. This includes accompanying them to sessions in the community at the children's centre and arranging sessions with therapists and psychologists to inform the assessment and any parental learning as identified.

The health and well-being of parents are a priority. Staff ensure that children's health needs are met. They intervene to ensure that children receive medical attention when needed. However, on one occasion, pertinent information was not shared with medical professionals around one child co-sleeping. This could have impacted on how medical professionals examined or treated the baby. Nevertheless, the baby did not come to harm.

Each assessment is informed by life-story work, teaching sessions, and monitoring through observation, interaction and discussion. However, baby monitors are used as a form of surveillance in the communal corridors outside of families' bedrooms. This is not thoroughly risk assessed or proportionate. It is also unclear whether all families are fully aware that they are under surveillance in this way and could be an infringement of their privacy.

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

Managers and staff are aware of their safeguarding roles and responsibilities. Risk assessments are concise, detailed and thorough. They outline risks pertinent to children and parents. Measures to keep children safe and to support parents' safety are clear. Staff respond well to serious incidents to safeguard children and parents. In addition, staff are flexible and creative in managing risks to prevent situations from escalating.

Families have clear boundaries and expectations from the outset of their assessments. Parents sign working agreements with the centre. This contributes to parents' feelings of safety and security as they progress. In addition, parents build confidence and recognise the progress that they make.

Staff encourage parents to take part in an initial session about their learning needs and the reasons for their assessment. This ensures that relationships between parents and staff are built on openness and trust. This helps parents to feel comfortable when exploring sensitive issues, such as historical child abuse or domestic violence. As a result, they are able to overcome the impact of this to the extent that it no longer impacts on their capacity to parent. This is because staff help parents to understand what this impact is and recognise triggers for their behaviours that could be deemed a risk to their children and them.

Individual work with parents is of good quality. Staff are creative and tailor sessions around sensitive subjects, such as risk and protection. This helps parents to increase

their understanding of risk and strategies to increase their own and their children's safety.

Parents feel listened to. They feel that complaints are responded to immediately, and have trust in the management that they will be investigated thoroughly and the most-appropriate action taken.

Managers have ensured that all staff who are recruited to work directly with families have undergone safer recruitment checks. However, at the time of the inspection, managers were unable to evidence that the required checks had been obtained for the independent visitor. As a result, managers are unable to demonstrate that the independent person is suitable for the role.

### **The effectiveness of leaders and managers: requires improvement to be good**

Families receive support from a passionate but inexperienced staff team. As a result, parents do not always receive an appropriate response. For example, one parent was told incorrect information that their assessment may end if they vaped in the centre or in the car. Staff do not always show professional curiosity or share information appropriately when needed. However, managers are aware of these shortfalls and have spent time modelling practice to develop the staff team's practice.

Staff do not always complete training that is pertinent to the needs of parents prior to them moving in. This includes training in subjects such as parental substance use and self-harm. As a result, some staff are not always provided with up-to-date and specific knowledge to support families. However, this has not yet impacted on the quality of assessments due to the experience and knowledge of social workers within the team.

The registered manager's monitoring and reviewing systems require improvement. They have not completed any monitoring since October 2022 and, as a result, they have not identified or acted on shortfalls. For example, the manager failed to identify that not all staff have received training that is pertinent to the needs of parents. In addition, there are gaps in staff's recordings, dates are incorrect, and inappropriate language in some recordings has not been rectified.

The management team has a clear vision for the development and expansion of the service. They have focused on the development of staff's practice and have ensured that staff receive regular supervision sessions, which encourage them to reflect on their practice. In addition, managers have put in place in-house coaching and role modelling by senior staff members to support less-experienced staff members to develop their practice. Social workers underpin supervision with key workers using a systemic approach. This encourages staff to consider family dynamics and relationships and how they may impact on their capacity to parent. There is also excellent exploration of social graces and values and how they may subconsciously

inform staff's approach to families. As a result, families are assessed by staff who are continuously reflecting on and improving their practice.

Regular meetings are held between the key workers and case manager to review and reflect on the assessment and progress of parents. These meetings serve as an excellent mechanism for gaining the views of the team and, in particular, those who work directly with the families. In one case, discussion around how the staff were feeling led to identifying a potential learning difficulty for a parent. This helped to inform the staff's approach and the assessment.

When necessary, managers confidently challenge placing authorities. Managers advocate on behalf of families, such as when the duty of care towards a parent was not met or when pertinent information necessary to inform the assessment process was missing. This ensures that the assessment process is not hindered by the actions of other agencies.

## 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 13A.</p> <p>The registered person must ensure that any use of such devices is subject to the following conditions:</p> <p>the residents are informed in advance of the intention to use the device; and</p> <p>its use is no more intrusive than necessary.</p> <p>Where the use of such devices is used for the purpose at paragraph (1)</p> <p>the registered person must also ensure that—</p> <p>the resident being assessed or monitored consents to the use of the device in question; and</p> <p>its use is provided for in the placement plan.</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.</p> <p>Paragraphs (1)(c) and (d), and (2) of regulation 19 apply to any information or material obtained by means described in</p>	<p>14 June 2023</p>

<p>paragraph (1) as they do to any other record under that regulation. (Regulation 21A (1)(a)(b) (2)(a)(b) (3)(a)(b) (4)(5))</p> <p>In particular, the registered person must ensure that any form of surveillance is thoroughly risk assessed and proportionate. This should be explained clearly to each parent on admission to the centre. Systems should be in place to ensure that there is a clear record of when any form of surveillance is used and when the rationale for such is reviewed.</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. (Regulation 23 (1)(a)(b))</p> <p>The register manager should ensure that they carry out monitoring of all areas of practice to identify and act on shortfalls to improve the quality of the service provided.</p>	14 June 2023
<p>The registered person shall not—</p> <p>employ a person to work at the residential family centre unless that person is fit to work at a residential family centre; or</p> <p>allow a person to whom paragraph (2) applies, to work at the residential family centre unless that person is fit to work at a residential family centre.</p> <p>This paragraph applies to any person who is employed by a person other than the registered person in a position in which he may in the course of his duties have regular contact with residents.</p> <p>For the purposes of paragraph (1), a person is not fit to work at a residential family centre unless—</p> <p>full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 2. (Regulation 16 (1)(a)(b) (2) (3)(d))</p> <p>In particular, the registered person should be able to</p>	14 June 2023

demonstrate that the recruitment of the independent visitor is compliant with safer recruitment.	
<p>The registered person shall ensure that all persons employed by him—</p> <p>receive appropriate training, supervision and appraisal. (Regulation 17 (5)(a))</p> <p>In particular, the manager must ensure that all staff receive training that is relevant to the needs of parents.</p>	14 June 2023

## Recommendations

- The registered person should ensure that staff work effectively in partnership with other agencies concerned with child and adult protection, including the responsible authority, schools, hospitals and general practitioners. In particular, ensure that they inform relevant professionals of co-sleeping arrangements. (Residential family centres: NMS 5.9)
- The registered person should ensure that the centre implements an effective policy that clarifies the purpose, format and content of information to be kept on the registered person’s files and information to be kept on the parents’ and children’s files. Records may be kept in electronic form, provided the information is capable of being reproduced in a legible form. (Residential family centres: NMS 20.1)
- The registered person should ensure that entries in records are legible, clearly expressed and non-stigmatizing; and distinguish as far as possible between fact, opinion and third-party information. (Residential family centres: NMS 20.5)

## 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:** 2662158

**Registered provider:** Keys Family assessment Centre Limited

**Registered provider address:** Maybrook House, Second Floor, Queensway,  
Halesowen B63 4AH

**Responsible individual:** Amanda Pomell

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## **Inspector**

Mrs Sarah Berry, Social Care Inspector

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