

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 ten families. Assessments are usually commissioned by a local authority or the court. At the time of this monitoring visit, seven families were resident.

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: 8 August 2023

Date of previous inspection: 10 May 2023

This monitoring visit

The purpose of this visit was to monitor compliance with enforcement action. This was following a safeguarding incident in February 2023. We issued compliance notices following a monitoring visit in February 2023. There had also been concern about the methods of surveillance used in the service. At the full inspection of 10 May 2023, the service had met some of the steps in the compliance notice. We reviewed the remaining steps at this monitoring visit.

The service has addressed all areas of the outstanding compliance notice. A detailed action plan is in place, from which they have monitored their progress.

The service has made changes to the CCTV policy, which now states the purposes for the use of CCTV. It also includes information on how families can maintain their privacy and dignity while the CCTV is in use, for example undressing in the bathroom. Families are also given clear guidance. While this is not perfect, there are

regular reviews of the use of CCTV, including specific reasons for use when covering the whole of the family room. When the level of CCTV monitoring can be reduced, the service considers this with the court or responsible authority. When families are subject to intensive one-to-one assessment, staff are in place to work with them at this level. The staff now monitor CCTV in real time as was required in the compliance notice.

The service has amended the statement of purpose. The newest version is clearer about the use of CCTV in family rooms. It refers to the use for safeguarding, assessment and monitoring.

CCTV monitoring is now appropriate. Staff record their observations directly into the family's daily chronology.

The service has produced guidelines on one-to-one support. This includes the use of CCTV. The guidelines are clear and easy for staff to follow and understand. Information about monitoring and, in particular, CCTV monitoring, is detailed enough to show the reason for its use for the intensive assessment and one-to-one work with families. The guidelines address risk, including the management of CCTV in a semi-supportive environment. The information about court orders requesting the level of monitoring is clear. Information about CCTV monitoring in real time is clear. The guidelines are appropriate to support staff in this work.

Information on the use of CCTV is held in the resident's agreement, which parents sign on admission. The service reviews risk assessments weekly. The document is clear about the level of monitoring and why it is necessary. Changes are not made to the level of monitoring unless in agreement with the responsible authority or court.

Staff have received training on the use of CCTV. They understand the use of CCTV to monitor families. Staff have received training in the complaint's procedure, and they understand it. The managers responded effectively to a recent complaint by a resident within timescales and in line with their policy. A director had taken positive action, in an attempt to reconcile the issues between two residents, before the complaint was received.

Staff carry out room checks as agreed in the placement plans for individual families. There is improvement in the monitoring of health and safety issues. Staff record the condition of the room and raise a concern as needed. Residents receive encouragement to maintain their room to a good standard. Staff offer support where appropriate.

Placement plans for families are of a good standard. Families are encouraged to comment on these plans and are clearly involved in the process.

Leaders and managers show a commitment to hearing the views, wishes and feelings of the parents. Parents have several ways that they can express these and leaders and managers are responsive. For example, they have introduced non-

smoking times in the garden. This is so that families who do not smoke can use the garden with their babies without concern of exposure to second-hand smoke.

The service has introduced weekly director drop-ins. This gives parents further opportunity to raise any concerns. Any shortfalls in experience are acknowledged and addressed to improve families' experience in the centre.

The service has been effective in addressing the compliance notices, all of which are now met. They have met the requirements set at the last inspection. One recommendation from the last full inspection was not fully reviewed. Therefore, this recommendation is restated.

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

Recommendations

- 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 the parents and children resident at the centre. (Residential family centre NMS 15.1)

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

Vevene Muhammad: Social Care Inspector

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