

# St Michael's Fellowship, 52 Palace Road

St Michael's Fellowship

52 Palace Road, London SW2 3NJ

Inspected under the social care common inspection framework

## Information about this residential family centre

St Michael's Fellowship is an established independent charity dedicated to improving families' lives. Part of its service includes three residential family centres in the south of London. This centre offers residential assessments for up to six families.

The centre and the manager registered with Ofsted in February 2004.

At the time of this inspection, one family was living at the centre.

### Inspection dates: 27 and 28 September 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 good

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

**Date of last inspection:** 21 May 2019

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Inspection judgements

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

The centre experienced a flood in May 2022. This unforeseen circumstance has had a significant impact on the physical environment. Despite the provider's best efforts, there have been numerous delays in carrying out all the required work. Leaders made the decision to temporarily reduce the numbers of families they could assess and support so that all the necessary repair work could be safely carried out.

Assessment reports are well written, insightful, evaluative and child focused. Care planning is dedicated to valuing children and promoting their welfare and safety. Staff work cohesively and creatively to address the concerns highlighted by the court and the local authority.

Staff regularly examine, identify and reflect on issues. Weekly meetings contribute to the continual review of the assessment process, enabling it to be sensitively adapted to each family's needs.

The individual and diverse needs of each member of the family are identified and additional resources are provided to ensure that they receive an appropriate assessment. Staff work creatively with parents who have learning disabilities and a variety of cultural and learning needs. Assessments are adapted for communication and learning preferences.

Parents influence their assessment, and they receive regular feedback. An independent reviewing officer said, 'I am impressed by how transparent, open and honest staff are, my parent does not always agree, but she gets support around that.'

Parents' complaints are taken seriously. The registered manager has oversight of all complaints, and parents consistently receive a written response to concerns that they raise. However, a parent complained about a delay in the replacement of a tumble dryer. This has still not been replaced.

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

Staff work diligently with parents to help them to keep their children safe. There have been no allegations made against members of staff since the last inspection. Staff benefit from a wide range of safeguarding training, and they appropriately notify Ofsted and other professionals of significant events.

Staff and managers are proactive about managing risk. This includes regular and effective contact and planning with social workers.

Parents receive help and support to manage their anxieties safely. Strategies are specific and individual to the needs of families.

The centre does not use surveillance cameras and monitoring devices during assessments. Instead, families receive a high level of monitoring through direct observation, which is focused on safeguarding children.

The previous inspection highlighted the need for improvement in records that demonstrate the safe recruitment of staff. Although improvements have been made, there is still a need to improve the verification of individual references.

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

Leaders and managers are social work qualified and have substantial experience. The leadership of the centre is strengthened by the competent and efficient deputy manager arrangements. The manager has recruited a diverse and committed staff team.

Due to unforeseen leaks and damage to the property during refurbishment, managers and staff have had to focus much of their time and attention on keeping the home environment safe while awaiting repairs. Despite all the interruptions to the centre's normal routines, the managers and staff have worked tirelessly to maintain their strong commitment to carrying out comprehensive family assessments.

Staff feel valued and well supported. They benefit from induction, regular individual supervision, reflective group supervision and team meetings. However, some members of staff have commented that computers and office chairs need replacing. The responsible individual is making plans to address these raised matters.

Strong partnership arrangements focus on meeting the wide-ranging needs of families. Generally, local authorities report that there is a good communication system.

The centre benefits from a thorough annual review of all aspects of the service. Leaders and managers are aware of the centre's strengths and areas for development. However, leaders and managers do not share their annual quality of care review with Ofsted. Furthermore, Ofsted has not received a copy of the updated statement of purpose and residents' guide. These shortfalls have not had any impact on the quality of care provided to families.

Leaders and managers have escalated their concerns about delays to the repairs to the property, and the delays in addressing the fire risk assessors' recommendations. A recent fire risk assessment has deemed the property safe. However, the recommendation relating to the repair of a fire door is restated, and the provider is addressing this with the appropriate people.

## 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, The Residential Family Centre Regulations 2002 and the national minimum standards. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>The registered person shall provide facilities and services to residents in accordance with the statement of purpose.</p> <p>The registered person shall, having regard to the size of the residential family centre and the number and needs of residents —</p> <p>provide adequate laundry facilities for parents to wash, dry and iron clothes and linen for their families. (Regulation 14 (2)(c))</p>	1 December 2023
<p>The registered person shall—</p> <p>keep under review and where appropriate revise the statement of purpose and resident’s guide; and</p> <p>notify the Chief Inspector within 28 days of any such revision. (Regulation 4 (4)(a)(b))</p>	1 December 2023
<p>The registered person shall supply to the Commission a report in respect of any review conducted by him for the purposes of paragraph (1). (Regulation 23 (2))</p>	1 December 2023
<p>The registered person shall after consultation with the fire authority—</p> <p>take adequate precautions against the risk of fire, including the provision of suitable fire equipment;</p> <p>provide adequate means of escape. (Regulation 22 (1)(a)(b))</p>	1 December 2023

### Recommendation

- The registered person should demonstrate, including from written and electronic records, that good recruitment practice is consistently followed. In particular, records of all verification of references should be kept. (‘Residential family centres: national minimum standards’, page 22, paragraph 14.2)

## **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:** SC047206

**Registered provider:** St Michael's Fellowship

**Registered provider address:** 136 Streatham High Road, London SW16 1BW

**Responsible individual:** Susan Pettigrew

**Registered manager:** Elizabeth Mitchell

**Telephone number:** 020 8671 1252

**Email address:** [liz@stmichaelsfellowship.org.uk](mailto:liz@stmichaelsfellowship.org.uk)

## **Inspector**

Jayshree Pillay, Social Care Inspector

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