

# Orchard House Family Assessment Centre

Orchard House, Fons George, Taunton, Somerset TA1 3JS

Monitoring visit

Inspected under the social care common inspection framework

## Information about this residential family centre

This is a residential family centre for up to seven families who are referred for assessment to the centre via the courts or local authority children's services. Families have their own bedrooms, and they share communal areas, such as the kitchen and lounge. The organisation has invested in a separate building with offices and a well-equipped playroom so that families can attend assessment and specialist sessions away from their living environment.

The centre enables children to live safely with their family while care from their parents or carers is assessed. The centre provides evidence-based assessments which will enable informed decisions to be made about whether it would be in the child's best interests to remain in the permanent care of their parents or carers. The centre's multi-disciplinary team liaises and works with local agencies and services to provide support to meet the identified needs of families.

The manager registered with Ofsted in November 2022.

**Inspection date: 11 January 2024**

**Date of previous inspection: 8 November 2022**

## This monitoring visit

This visit was carried out in response to two complaints which were received by Ofsted on 3 of January 2024. Concerns were raised about the staffing levels at the centre, the level of support provided to parents, the maintenance of the accommodation and bullying behaviours between the parents who are currently residing at the centre.

During the visit and the review of the relevant information provided by senior leaders, no concerns were identified in several areas raised in the complaints. These include staffing levels, staff training, the support provided to parents, parents' capacity to make complaints, the response to maintenance issues and in respect of an accident whereby a parent hurt themselves trying to adjust a sash window.

However, there is a concerning dynamic between the parents who currently live at the centre. Bullying behaviours are prevalent between some of the parents. This is creating a tense atmosphere, which is not positive for parents or their babies. The registered manager and his team are very aware of this matter and are actively seeking to prevent any further behaviour of this kind. For example, two parents have consented to a written agreement which prevents them spending time together without the support of staff. Senior leaders are closely monitoring the situation and have been clear with parents that this behaviour is not acceptable at the centre. As a result, no further action is required from Ofsted at this time.

## 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 with the given timescales.

Requirement	Due date
<p>The registered person shall, before providing a family with accommodation in the residential family assessment centre, or if that is not reasonably practicable, as soon as possible thereafter; draw up in consultation with the placing authority a written plan setting out, in particular—</p> <p>a risk management plan to address all assessed risks, if any, which a resident at the residential family centre may present to their own health, safety and welfare or that of the other residents or staff at the centre. (Regulation 13 (1)(c))</p>	17 January 2023

### 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:** SC066535

**Registered provider:** Orchard House Family Assessment Centre Limited

**Registered provider address:** The Lodge, 60 Staplegrove Road, Taunton,  
Somerset TA1 1DJ

**Responsible individual:** Freda Gardner

**Registered manager:** Jonathan Parish

## **Inspector**

Polly Soper, Social Care Inspector

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