

Savannah Lodge Limited

Savannah Lodge

65 Fir Park, Harlow, Essex CM19 4JU

Inspected under the social care common inspection framework

Information about this residential family centre

This residential family centre provides parenting assessments for up to four families. Parenting assessments take a minimum of 12 weeks.

There has been no registered manager since 23 October 2023.

Inspection dates: 31 January and 1 February 2024

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: 16 March 2020

Overall judgement at last inspection: good

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 at the centre. Staff provide confident and skilled support, which enables a constructive process for parents to undergo the parenting assessment.

Parents spoken with during the inspection were positive about the quality of parenting sessions, the warm and informed support from staff and the depth and quality of their overall experiences.

Parents' capacity is assessed within a clear time frame. Final reports are compiled by qualified social workers and incorporate detailed, evidence-based methods that determine how the resulting final recommendations are made. Observations and findings, including concerns, are shared. Staff ensure final reports are compassionately adapted and accessible to parents. The court reports are well written, and the process is transparent and fair.

Staff follow high-quality and well-structured family placement plans. Full referral information is carefully considered and includes court instructions or objectives from the local authority. Staff ensure families' individual needs and backgrounds are understood. Plans are regularly reviewed and successfully support the objectives of each family's assessment.

Staff encourage parents to regularly attend external groups with their children. Parents participate in local group sessions that develop their parenting skills and increase their wider support network. Parents attend toddler groups and specialist domestic violence programmes and gain support to help with their emotional resilience.

Parents' independence is improved through planned one-to-one parenting sessions. Parents and children's health is prioritised, and appropriate registrations and referrals are made to healthcare services.

Staff forge positive relationships with families. Respectful and nurturing interactions have ensured that parents become more confident and receptive to advice.

How well children and parents are helped and protected: good

There are effective safeguarding procedures. Safeguarding concerns are managed appropriately. Staff are well trained and understand how to recognise concerns and the actions they need to take.

Staff ensure the reduction in the supervision of families at the centre and in the community is well planned and appropriate to the safeguarding concerns. This helps to prepare families for moving on. The use of CCTV is reviewed regularly in

agreement with social workers, staff and families. Leaders and managers strike a good balance between each family's privacy and the safeguarding of children.

Staff focus on children's safety and welfare throughout the assessment process. When required, medical advice is sought promptly, which helps to ensure children are protected.

When parents are at increased risk or there is conflict between families, staff respond and take the necessary action to reduce the risks. Working-together agreements are made between parents and staff, resulting in clear, unified behavioural expectations.

Leaders and managers ensure that risk management processes are usually responsive and effective. However, the emerging risks for one young mobile child and their access to the stairs were not carefully considered or responded to in a swift manner. Leaders and managers addressed this hazard during the inspection.

The effectiveness of leaders and managers: good

The previous registered manager has recently resigned from their post. An experienced social worker has been appointed and is working towards the required management qualification. The new manager is in the process of registering with Ofsted and is being supported by senior managers to adjust to the role. Staff have provided positive feedback about the new manager and are confident about the effectiveness of the new management arrangements.

Staff value the support provided to them through a wide variety of training, team meetings and supervision sessions. Staff have ample opportunity to develop and reflect on their practice, which equips them with the skills to support families.

Leaders and managers are aware of the strengths and developmental areas of practice at the centre. External monitoring has improved in depth and scope. Leaders' and managers' internal review and monitoring of the quality of support are effective. Good management oversight of parenting assessments has enabled these assessments to be conducted smoothly and reliably.

There is a suitable complaints procedure that guides parents in how to raise concerns. Leaders and managers respond to complaints fairly and ensure parents' rights are respected.

The majority of professionals who use the assessment service highly recommend it. Several social workers and commissioners praised the service, the staff and the quality of assessment reports and resulting recommendations. However, one social worker has raised concerns, and although leaders and managers have explored these concerns, a formal resolution has not been recorded or provided.

Leaders and managers have systems in place for staff to identify and take action on maintenance work at the centre. The centre is generally in good decorative condition. However, there has been an unreasonable delay in an effective response to faults identified in the self-closing mechanisms of two fire doors. This issue was addressed by leaders and managers during the inspection, as it poses a risk to families and staff in the event of a fire.

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
The registered person shall ensure that— unnecessary risks to the health or safety of residents are identified and so far as possible eliminated. (Regulation 11 (4)(c))	29 March 2024
The registered person shall after consultation with the fire authority — make adequate arrangements— for the maintenance of all fire equipment. (Regulation 22 (1) (c)(iv)) In particular, leaders and managers must ensure effective action is taken without delay when faults in fire doors are identified.	29 March 2024

Recommendation

- The registered person should ensure that they address all concerns that are raised with them and ensure their response is clear, complete and fully recorded.
(Residential family centres: NMS 19.7)

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: 1258033

Registered provider: Savannah Lodge

Registered provider address: 5A The Dells, South Street, Bishop's Stortford
CM23 3AB

Responsible individual: Lina Chirandura

Registered manager: post vacant

Telephone number: 01279315143

Email address: lina@savannahlodge.org

Inspector

Mark Anderton, Social Care Inspector

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