

Khin Family Services

Khin Family Services Ltd

Southlands Rest Home, 7 Linkfield Lane, Redhill RH1 1JF

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, five families were resident.

The service and the manager registered with Ofsted in March 2022.

Inspection dates: 1 and 2 May 2024

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: 10 May 2023

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and parents: good

Staff provide good, individualised support that meets families specific needs. Staff work together with families to help them meet their goals. Staff support parents to provide good care and encourage their children's development.

The good-quality assessments consider both the concerns of the responsible authorities, and detail the quality of parental capacity and capability. These reports demonstrate the progress made by families. Staff involve families in the assessment process and meetings that affect them. They welcome suggestions from parents and are responsive to feedback. Weekly house meetings provide a good opportunity for the sharing of information that affects everyone.

The parents value the good range of activities and events that staff provide such as; sensory play activity, arts and crafts sessions, days at the farm and shopping trips. The families enjoy sharing the Sunday afternoon meal. These activities help to enrich families stay at the centre and create positive memories.

Families, despite initially usually not wanting to stay, have positive experiences of moving into the centre. The staff help them settle and most parents soon realise the benefits. One parent said, 'The staff were welcoming. Everyone was helpful and supportive.' Staff sensitively plan and help families move on from the centre. They provide later life letters for the children. Families are given a 'journey through Khin' booklet that records their experiences at the centre and their progress. Staff commitment to families continues beyond the assessment stay. They have ensured that the children remained in school and on one occasion helped the parent access language classes to further support their understanding.

The working relationships between staff and families are generally positive. However, on occasion staff communication is not always helpful and supportive. This has left some parents with negative feelings about the centre.

How well children and parents are helped and protected: good

Staff keep the children safe and provide child-centred support. They model safe parenting. Staff help parents learn about keeping their children safe and caring for them well. There is a strong focus on parents becoming confident in how to protect their child. Staff use of observations is effective for those families who are subject to high levels of monitoring

Staff identify and manage risk well. Written risk assessments are clear and specific to the needs of each family. Staff work with parents to help them better understand and reduce risks to their children. For example, staff deliver extensive sessions on domestic violence and child sexual exploitation. These sessions demonstrate to parents the negative effects on their children when exposed to this domestic abuse.

There is a strong commitment to ensuring that families feel safe in the centre. Families rarely go missing from the centre. However there are clear process in place, and staff know what to do should this occur.

Staff provide consistent support for parents around implementing boundaries for their children. Staff receive training in managing behaviours that challenge. Any concerns about bullying are dealt with quickly and effectively.

Suitable safeguarding arrangements are in place to protect and promote the welfare of children. Staff quickly and appropriately notify relevant agencies of any safeguarding incidents. For example, family time arrangements were changed when staff became concerned about a family's safety. Managers and staff review and reflect on practice following any safeguarding incidents.

The effectiveness of leaders and managers: good

Leaders and managers have worked to continue to improve the service since the last inspection. The expectations that managers have for families are achievable. Managers ensure that appropriate support is in place to enable parents to achieve their targets. Managers ensure good-quality parenting assessments.

Leaders and managers keep families support needs under constant review. Reviews at four, eight and twelve weeks of the assessment provide opportunities for leaders and managers to check progress. This enables them to tailor family support as needed. In one instance, the manager suggested an extension to an assessment to allow a family to further evidence recent progress.

Staff are positive about the supervision, training and support that they receive. Staff receive regular reflective supervision. Team meetings contain an element of training around practice. Staff training opportunities help them to develop their practice. Managers recognise the impact aggressive behaviours from families can have on staff. They provide good support for staff when they experience this.

Managers show commitment to inclusion, equality and diversity. They advocate for the use of interpreters when appropriate to ensure that all families can engage in their assessment. Managers are currently researching cultural competence and how they bring this more into their work.

Leaders and managers know their areas of strength and areas for improvement through regular reviews and service audits. They use parents feedback to develop the service. Leaders and managers recognise, and have started to address, the challenges relating to staff and the way that some speak to families. However, further improvements in this area are needed.

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

Recommendation

- The registered person should ensure that where parents are being supported to develop parenting skills, they are enabled to build and sustain constructive relationships with staff so that, where possible, they are able to resolve conflicts themselves in a positive manner. In particular, staff communication with parents shall be of the highest standard; they should treat parents with respect at all times. ('Residential family centres: national minimum standards', page 11, paragraph 4.3)

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: 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

Telephone number: 01737948037

Email address: info@khinfamilyservices.com

Inspector

Vevene Muhammad, Social Care Inspector

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