

Resolve Care

Resolve Care Limited

13 Coventry Road, Ilford, Essex IG1 4QR

Inspected under the social care common inspection framework

Information about this residential family centre

Resolve Care is a residential family centre that registered with Ofsted in February 2014.

This residential family centre is privately owned. It is registered to provide care, accommodation and residential parenting assessments for up to eight families.

The manager is suitably qualified and registered with Ofsted in April 2022.

At the time of this inspection, there were five families living in the centre.

Inspection dates: 5 and 6 February 2025

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 previous inspection: 22 March 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and parents: good

Children and their parents receive individualised care and support that meet their needs. The centre is warm and welcoming. Staff work hard to develop positive relationships with parents, promoting transparent and open communication. This approach supports parents to gain knowledge and understanding of their child's needs and development. Staff demonstrate care, warmth and compassion towards families. One parent said, 'Staff are down to earth, it's easy to chat to them. They are honest with you and will tell you straight about your progress.'

Parents benefit from a clear and structured assessment process. Assessments focus on safeguarding as well as meeting the social, emotional, educational and health needs of their children and themselves. The centre's approach to assessment ensures that parents are aware of their progress and includes parents' views throughout the process.

Assessments are of good quality and are evidence-based. They are comprehensive and consider parents' strengths as well as weaknesses effectively. Assessments come to clear and realistic recommendations for the court and answer the letter of instruction. The assessment recommendations are made from observations, key-work sessions, specific parenting tasks and the triangulation of historic and known information.

Family placement plans are comprehensive. They include effective risk assessments with appropriate safety plans, which are regularly reviewed and updated. Families benefit from a range of key-work sessions that help them to understand how to safely care for their child and to provide them with the skills to do this. Sessions are delivered in various ways, through discussion, the use of videos and pictures and supporting parents to participate in activities around a specific task.

Parents' individual needs and risks are well considered in the family's placement plans and assessments. The staff team works hard to ensure that parents with additional needs are supported to understand their own assessments through use of simple language and visual prompts. Parents who speak English as an additional language are well supported, using a consistent interpreter and translation of key documents. For one family, leaders and managers have identified an independent social worker who speaks the same language as the family and has the same dialect. This demonstrates the centre's commitment to ensuring that all families receive objective and fair assessment.

Families are able to access various activities. Activities include rhyme time, story time read-along, arts and crafts, sensory play, baby massage, movie nights and games nights. Parents have opportunities to attend the parents' forum, where they contribute to and make suggestions about how the centre is run. Parents' views are listened to and acted on. For example, parents, alongside managers and staff, have

recently reviewed and developed the centre's new 'standard of values'. Parents know how to make a complaint, and complaints are responded to promptly and appropriately by managers.

The centre is well furnished and decorated. It is suitably resourced, with toys, books and opportunities for children to play safely inside and outside. Families' bedrooms and flats are large and suitably furnished. Families have access to a private space to enable them to meet with professionals when needed.

How well children and parents are helped and protected: good

Leaders, managers and staff demonstrate a commitment to safeguarding and promoting the welfare of children. They support parents to learn how to keep themselves and their children safe.

Staff ensure that children's health needs are met. If children are unwell, parents notify staff of their concerns and staff respond quickly and appropriately. Parents are supported to ensure that children receive the necessary medical attention.

Staff raise concerns when necessary. If there are concerns around parents' behaviour, staff ensure that the child is safeguarded and speak to the parent about why their behaviour is a concern. Professionals state that they have no concerns regarding the safeguarding practice at the centre.

Staff communicate effectively with other professionals. One health professional said that the team's early identification of a mother's mental health decline and immediate response in safeguarding the child was 'very impressive'.

Staff have a good understanding of families' backgrounds and historic risks. They understand this history alongside the parents' presenting needs. This means that staff always have in mind all the information that they need to enable them to be alert to any emerging risks. Daily handovers are thorough, with any significant events shared promptly, while informing others of any changes made to monitoring or supervision.

Incidents are managed and recorded appropriately, with management oversight. Leaders and managers complete a monthly incident audit so that there is oversight of any trends or patterns that may indicate potential learning points.

Staff ensure that parents consent to the surveillance that is in place at the centre. There is a robust policy and written agreements are in place.

The effectiveness of leaders and managers: good

The registered manager is suitably qualified and experienced. She knows the parents and families well and is passionate about the service. She has a realistic view of the centre and clear plans for future development. The registered manager

is an advocate for the children and families at the centre and makes appropriate and effective challenge where necessary on parents' and children's behalf.

Leaders and managers promote an open learning culture, and everybody is committed to improvements. This has resulted in some organisational change, with the addition of a consultant social worker who carries out thematic quality reviews. This has resulted in an audit of staff supervision and case recordings.

Staff supervision is inconsistent. Supervision is not always held regularly and is not consistently recorded. There is a similar case with staff appraisals, and there is now an action plan in place to improve practice. Given this action plan and the changes in organisational structure, the centre's statement of purpose will need to be amended.

Staff say that they feel well supported by leaders and managers, and feel valued. They speak positively of the staff training offered and of the opportunities given to access further formal qualifications. The centre also provides student placements for health and social care students, working collaboratively and positively with the local universities. Staff morale is good, with staff saying that they feel that their views are 'listened to and respected'.

Leaders and managers have appropriate tools and monitoring trackers in place. They have a good overview of the service and quality assurance processes to review the centre's records and assessments on a monthly basis. This is in addition to the regular six-monthly reviews of the quality of care.

Feedback is received from parents and professionals. However, this feedback is not used to enable insight into the development of the service.

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

Recommendations

- The registered person should ensure that feedback is sought from parents, children (when of appropriate age) and professionals involved as part of their quality assurance process. (Residential Family Centres: NMS, 1.15)
- The registered person should ensure that all staff are properly managed, supervised and appraised. (Residential Family Centres: NMS, 17.2)
- The registered person should ensure that the residential family centre's statement of purpose is amended to reflect updates made to the staffing arrangements and the centre's policies, procedures and guidance. (Residential Family Centres: NMS, 8.1)

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: SC470687

Registered provider: Resolve Care Limited

Registered provider address: Northside House, Mount Pleasant, Barnet, Herts
EN4 9EE

Responsible individual: Anne Morgan

Registered manager: Stephanie Sollosi

Telephone number: 02085000066

Email address: family@re-solveuk.com

Inspectors

Amanda Burrows, Social Care Inspector
Chelsea Agyeman, Social Care Inspector

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