1257501

Oasis Places Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this residential family centre

This residential family centre is owned and managed by a private provider and offers care for up to 6 families. The centre offers residential parenting assessments exclusively for women and girls and their children.

The manager is in the process of being registered with Ofsted. The centre consists of 2 houses located across the road from one another. At the time of the inspection, 5 families were undergoing parenting assessments.

Inspection date: 12 March 2026

Date of previous inspection: 7 May 2025

This monitoring visit

This monitoring visit was undertaken to address specific concerns received by Ofsted.

There have been 2 separate occasions of a child and parent slipping and falling on the stairs in one centre. Leaders and managers have taken immediate action to secure the carpet. The area was observed during this monitoring visit, and the carpeting is securely attached to the stairs; the provider has a plan to replace all carpeting on the stairs.

The record of both these incidents is detailed, identifying the events leading up to them, the action taken by staff and management oversight. Managers have taken appropriate action to help prevent any similar incidents from reoccurring. However, managers failed to seek professional medical advice following the child receiving a small bump to their head. Furthermore, managers failed to report to Ofsted the parent's fall, which resulted in them presenting themselves at hospital. This is not in line with the child and adult protection procedures.

A parent said that she felt that staffing levels were good at the centre and that there was sufficient staff to escort the family whenever they needed to leave the centre. Staffing rotas confirm that staffing levels are appropriate to meet the needs of families.

Staff regularly address in-house meetings and with individual parents how to maintain a good living environment. To promote an acceptable standard of cleanliness, managers employ a cleaner who cleans communal areas on a fortnightly basis. All areas in both centres are clean and well decorated. Leaders and managers have not identified that there is insufficient rubbish disposal. This means that bins are overflowing with discarded material.

The kitchen in one of the buildings has recently been refitted and modernised. However, the other kitchen appears worn and in need of repair. Managers say that this kitchen is also scheduled to be modernised in the forthcoming months. Leaders and managers ensure that there are sufficient cleaning materials for parents to use and there is appropriate secure storage in place.

Medication records identify a recent incident where staff mistakenly denied a parent their medication due to misinformation shared during the handover process. Managers were consulted at the time and the mistake was rectified. However, this does not demonstrate staff's safe and robust management of families' medication.

Parents say that managers and staff are largely supportive and empathetic towards them, but that this was not the case for some other staff. The complaints log identified that parents have made recent complaints about some staff's conduct, which managers seek to resolve. However, records of this process are not sufficiently detailed. In some cases, precise details of parents' unhappiness with staff or the managers response are not recorded.

Families say that their assessments are progressing well and that they and their children enjoy living at the centre and are having positive experiences.

Not all the requirements and recommendation raised at the last inspection have been considered in the scope of this monitoring visit.

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

Requirement	Due date
The registered person shall ensure that— the physical design and layout of the premises to be used as the residential family centre meet the needs of families; the premises to be used as the residential family centre are of sound construction and kept in a good state of repair externally and internally; all parts of the residential family centre are kept clean and reasonably decorated; adequate private and communal accommodation is provided for families. (Regulation 21 (2)(a)(b)(c)(d)) In particular, the registered person must ensure that key communal areas of the centre are redecorated, that there is appropriate covering for all bedroom windows, that the broken dryer is repaired or replaced, that the lock to the broken buggy shed is repaired, that worn kitchen units are replaced, and that bedroom floors are not hazardous. This requirement was made at the last inspection and is restated.	15 April 2026
The registered person shall ensure that all persons employed by him— receive appropriate training. (Regulation 17 (5)(a)) This requirement was made at the last inspection and is restated.	15 April 2026

The registered person shall ensure that there is, having regard to— the statement of purpose of the residential family centre, its size and the numbers and needs of its residents; and the need to safeguard and promote the health and welfare of residents, a sufficient number of suitably qualified, competent and experienced persons working for the residential family centre. (Regulation 15 (a)(b)) This requirement was made at the last inspection and is restated.	15 April 2026
The registered person shall make arrangements for residents to have access to such medical advice or treatment as may be necessary. (Regulation 11 (2)) This requirement was made at the last inspection and is restated.	15 April 2026
If, in relation to a residential family centre, any of the events listed in column 1 of the table in Schedule 5 takes place, the registered person shall without delay notify the persons indicated in respect of the event in column 2 of the table. (Regulation 26 (1))	15 April 2026
The registered person shall having regard to the size of the residential family centre and the number and needs of residents— The registered person shall provide suitable washing, cleaning, kitchen and laundry facilities for use by residents accommodated in the home. (Regulation 14 (2)(j)) In particular, the registered person must ensure that additional dustbins are purchased.	15 April 2026
The registered person must ensure that a written record is made of any complaint or representation, the action taken in response, and the outcome of the investigation. (Regulation 20 (6))	15 April 2026

Recommendation

- The registered person should ensure that there is a clear and effective policy on the use of surveillance in parenting assessments. The policy should set out how legitimate privacy will be protected and how residents will be protected from potential abuse of such measures. This relates to managers reviewing the use of remote CCTV surveillance systems. (Residential family centres, NMS 10.1)

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: 1257501

Registered provider: Oasis Places Limited

Responsible Individual: Suzanne Bailey

Registered manager: Post vacant

Telephone number: 020 371 8673

Email address: contact@oneonecoco.co.uk

Inspector

Sandra Jacobs-Walls, Social Care Inspector

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