

Melfort Road Residential Family Centre

Inspection report for residential family centre

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Inspector	Sharon Lewis
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Setting address	174 Melfort Road, THORNTON HEATH, Surrey, CR7 7RQ
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Telephone number	0208 7680788
Email	grange95park@btinternet.com
Registered person	Grange Park Parenting Assessment Unit Limited
Registered manager	Barbara Angela Walters-Ennis
Responsible individual	Raymond Earl Ennis
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Service information

Brief description of the service

Grange Park Parenting Assessment Unit Limited is a privately owned organisation. It provides supported residential accommodation in which children can live with their families while parenting skills are developed and assessed. Training, support and communal programmes include both educative and social activities. The residential family centre can accommodate up to four families at any one time.

The inspection judgements and what they mean

Outstanding: a service of exceptional quality that significantly exceeds minimum requirements

Good: a service of high quality that exceeds minimum requirements

Adequate: a service that only meets minimum requirements

Inadequate: a service that does not meet minimum requirements

Overall effectiveness

The overall effectiveness is judged to be **good**.

Families receive a good service, which is uniquely tailored to their diverse needs. Families benefit from a child-focused, evidence-based assessment process. Reports provide a robust narrative of the parental journey and their capacity to change. Staff work in a nurturing and empowering manner, to creatively enable parents to maximise their potential. The centre has successfully produced their own parenting course entitled 'Help me Grow'. This focuses on raising parents awareness, knowledge, understanding and building their confidence. Parents learn to meet the emotional, social, educational and health needs of their children.

Families benefit from the centre's comprehensive approach to safeguarding. Parents benefit from a broad education on the varied aspects of safeguarding; enabling them to protect their child and themselves. Safeguarding is interwoven throughout the service, ensuring all practice and decision making promotes the best interests of children.

One of the centre's strengths is the strong, mutually respectful relationships families have with staff. Parents positively influence various aspects of the service and actively engage in the assessment process. Staff are experienced, enthusiastic and committed to their role. They receive ongoing training and development and reflective supervision which enables them to build on their strengths.

Leadership and management arrangements are very strong. Extensive partnership

arrangements promotes positive outcomes for families. The centre has a good capacity to further improve. The centre is continually evolving and there are innovative plans for the future. The minor shortfall relates to the maintenance of the building. This does not have a detrimental impact on families, parents find the centre 'homely'.

Areas for improvement

Recommendations

To improve the quality and standards of care further the registered person should take account of the following recommendation(s):

- ensure the environment is well maintained. (NMS 11.2)

Quality of assessment

The quality of assessment is **good**.

Families benefit from assessments which are concise, clearly evidenced and child centered. Assessments provide a robust narrative of the parental journey and their capacity to change. Central to the assessment process are theoretical models, which include cognitive and behavioural, person centred, task centred, psychodynamic and family systems therapies. Professionals state they are "impressed by the quality of the assessments and reports". They find the grasp of issues 'reassuring' and highlight that reports are 'insightful and well written'. Staff flexibly work within increasingly short periods of time, producing reports, which thoroughly address all required issues. There is a good understanding of approaches to assessment and the underpinning knowledge concerning child development and models of change. This includes reference to research, legislation and professional discussions relating to the viability of each assessment.

The centre has innovatively produced their own parenting course entitled 'Help me Grow'. This focuses on raising parents awareness, knowledge, understanding and building their confidence. This programme differentiates between assessment, support, advice or guidance. Parents highlight the positive aspects of the 'Help me Grow' course stating it enables them to understand how their 'baby feels'. Staff effectively work in a transparent, nurturing manner, successfully meeting a diverse range of needs. This includes working with parents who have a learning disability, a variety of cultural, religious and linguistics needs and young parents. Staff identify each parent's learning style in order to uniquely tailor the assessment process. The centre uses a range of assessment tools ideally suited for specific needs; an example being visual aids.

Comprehensive care planning ensures the welfare and safety of children is paramount. Plans clearly detail each families diverse needs and strengths. This takes into account the gender, disability, race, culture, religion, sexuality communication

and behavioural needs. The assessment plan informs the family placement plan which covers the Every Child Matters outcome areas. Parents are actively engaged at every stage of the assessment. Care plans are subject to regular reviews and promptly updated in line with developments. Parents highlight that they have an opportunity to comment formally in weekly progress meetings. Parents do not feel surveillance methods are obtrusive. Staff directly and indirectly observe families making appropriate interventions, which focus on safeguarding children. The centre respects the privacy of families, close circuit television only focuses on communal areas and a baby monitor is used above the cot.

Quality of care, support and guidance

The quality of the care, support and guidance is **good**.

Families state that the centre is 'a good place', describing the service as 'fantastic'. They state that the centre 'improves parents and children's lives'. Parents appreciate the opportunity to maximise their potential, stating the service has made them 'a better person'. They highlight their increased confidence, knowledge base, awareness and maturity. Work with parents focuses on meeting the emotional, social, educational and health needs of their children. The centre effectively focuses on meeting the individual needs of each family. Parents receive consistent encouragement to reflect on observations, learning and opportunities for change. Families benefit from a wide range of teaching methods which includes experiential learning, key-working, modelling, play, group and individual sessions. Parents learn to improve their parenting skills and increase their knowledge on child development enabling them to continue to meet the evolving needs of their children. Parents learn empathy and how to establish routines and anticipate their child's needs.

Educating parents includes contributing to their life skills, including cooking, budgeting, health, hygiene and safety, homemaking and negotiation skills. Parents state that they 'go to a group nearly every day'. These include stay and play, father's groups and a young parents group. Parents learn to explore their local community, enjoying trips to the park and library. Parents learn to take pride in their personal identity and pass on traditions to their children, an example is cooking cultural dishes. One of the centre's strengths is the strong, mutually respectful relationships families have with staff. Parents regard staff as 'angels sent from heaven' and comment that they are 'like the family I never had'. The stress of being assessed is acknowledged and social events are interwoven into the assessment process. Families enjoy a monthly takeaway of their choice and day trips out. They are currently looking forward to a trip to a local museum. Birthdays, significant events, achievements, religious and cultural events are also celebrated.

Parents learn the importance of leading a healthy lifestyle; the centre has devised their own folder of healthy recipes. The centre has strong links with health professionals and a wide range of professionals and organisations. This enables the centre to deliver the best possible outcomes for families. Parents learn to build

emotional resilience and focus on their own parenting and how this impacts on their ability to parent. They have access to counselling, anger management and stress management workshops. Parents find the latter particularly helpful and highlighted the importance of relaxation and controlling their breathing. They are also able to combat other issues, addressing their low self-esteem, mental, physical and sexual health, substance misuse and alcohol related issues. Staff make referrals to appropriate agencies thus ensuring parents receive the support they need.

Families benefit from clear admission and discharge policies. The centre does not accept all referrals, carefully considering the dynamics of the group and the appropriateness of a new placement. Placements are usually planned and where possible families have the opportunity to meet with staff prior to admission. Parents describe staff as being 'welcoming'. The resident's guide includes a welcome greeting in an extensive number of languages, reflecting the diversity of the area. New families are promptly introduced to the other residents. On admission the centre ensures each child has appropriate clothing and equipment. Funds are available to purchase any items which are needed. On leaving the centre, parents receive gifts and staff are able to help with the practicalities of moving. If parents leave without their children, staff sensitively manage the situation, encouraging parents to discuss their feelings. Assessment reports include future recommendations which focus on the holistic needs of families. This includes housing referrals, future placements, further training and relevant support.

Families live in a large semidetached house which blends into the neighbourhood. Each family has their own room, with a single or double bed dependent on the needs. Rooms are named after birds. Soft furnishings and décor enhance the individuality of each room. Families have sufficient storage space, consisting of wardrobes and chest of drawers. Families are able to promote a more homely feel by bringing in personal items. They have a range of communal areas, which includes a television lounge and a vibrant, stimulating play room. The fitted kitchen includes a dining area. Families share two washing machines and there is heated drying rail in each room. A cot and specific baby equipment is also available. Families are able to borrow a wide range of books, DVD's, CD's, toys and play equipment. Throughout the premises are displays providing information on child development, community resources and leaflets on advocacy services. Families benefit from their own garden, which includes a paved area, a lawn, garden furniture and an outdoor playhouse. The premises is situated near a culturally diverse high street. There are good transport links and a rail station within walking distance which enables families to access the wider community. Areas of the home are in need of redecoration although parents feel the décor is fine and describe the premises as 'homely'.

Staff work with parents to arrange their weekly planners. This is a programme of events which includes teaching sessions and attendance at external groups. Parents benefit from focused key work sessions which builds their parenting skills, inner resilience and addresses their personal issues. Parents learn to access the wide range of resources in their community. This includes parenting groups, children's centres, libraries and parks. Staff also aim to equip parents with the practical skills they need; such as cooking. The centre has produced their own cookbook which

showcases a range of simple nutritious meals. They also help parents with budgeting, by saving the monies paid for their service charge. The centre has links with a local training centre who are able to offer parents a range of training courses.

Parents state that they feel 'respected', they positively influence various aspects of the service. They share their views, wishes and feelings in regular meetings with staff, feedback questionnaires and discussions with the Regulation 25 visitor. The owner and manager of the centre also holds a surgery where parents can discuss any issues. Parents contribute to activity planning they have assisted in changing house rules and staff practices. Parents were instrumental in the naming of the centre's parenting programme. Their questions also inform staff recruitment. Staff actively support contact arrangements as dictated by the care plan. The organisation has their own contact centre and this is a useful resource, especially when hosting family group conferences. Families can also entertain visitors within the centre's premises.

Safeguarding children and parents

The service is **good** at keeping children and parents safe and feeling safe.

Families benefit from the centre's comprehensive approach to safeguarding. Practice is focused on realistically considering the capacity for change and each parent's ability to keep their child safe. Professionals comment on the centre producing 'good reports' which 'kept the child safe'. There is a strong dedication to equipping parents with a safeguarding insight, which can enable them to protect their child and themselves. Information on safeguarding children is on display throughout the premises. Parents receive a broad education on the varied aspects of safeguarding, this includes abuse and neglect. Parents can access on-line training in first aid and food hygiene. Parents creatively produce anti-bullying posters and engage in conflict resolution workshops. There is a specific programme which focuses solely on domestic violence. Parents learn how to provide a safe environment and promote safe caring practices.

Parents acknowledge the need to prioritise their child and make positive life choices. An example is ending the relationship with a partner to protect their child. Parents recognise the need to keep themselves emotionally and mentally well. Strong relationships enables parents to disclose their own experiences of abuse and subsequently receive the necessary therapeutic support. Parents gave the analogy of staff being gardeners, able to 'take people's problems, all the past trauma and weed them'. Parents receive help to manage their stress and anger. Each family has a comprehensive risk assessment and parents are aware of the rules and expectations regarding their behaviour. Staff effectively promote positive behaviour and do not have to undertake any restraints.

The centre has a strong relationship with the Local Safeguarding Children Board (LSCB). Staff have access to an extensive range of training which includes the wider aspects of safeguarding and child and adult protection. This includes safeguarding disabled children, assessment frameworks and evaluating theories linked to neglect.

The centre has a child protection procedure which meets regulatory requirements and links into regional and national guidance. Relevant contact numbers are on display, this enables staff to contact a range of external agencies to report any concerns. Staff effectively manage any safeguarding concerns, promptly referring them to the relevant parties and informing Ofsted. Procedures outline the action to be taken if the whereabouts of parents or children is not known.

Professionals highlight that the centre provides a 'safe and secure environment'. The good risk management system concisely highlights environmental and occupational hazards. Certificates verify the safety of the gas, electrical and fire safety equipment. The initial induction of families includes fire safety and they regularly participate in fire drills. Families receive protection from the organisation's recruitment system. The centre does not employ new staff, unless all the necessary checks have been received. This includes verifying references and renewing disclosure and barring checks. This helps to prevent unsuitable persons from working in the home.

Leadership and management

The leadership and management of the residential family centre are **good**.

Parents and children benefit from a well-managed service, which is uniquely tailored and adapted to their needs. Parents highlight that they are 'really grateful for Grange Park', stating 'because of them I get to keep my baby'. Parents state that 'thank you is not a big enough word'. Professionals are 'thrilled' with their client's progress and state they 'would readily recommend the service'. Good partnership arrangements promote the best outcomes for families. Professionals find the staff very 'accommodating' and judge the centre to be 'very good'. Leaders and managers are social work qualified and have substantial experience in the field. Parents describe the manager as being a 'very kind and lovely lady' and do not think she is 'given enough credit'. Parents gave an example of being given flowers and a card on Mother's Day, which they greatly appreciated.

The Statement of Purpose effectively details the centre's philosophy, principles and working practices. This document is regularly updated and complies with regulations. On entering the centre parents receive a welcome pack which includes their resident's guide, a diary, information on child development, child related research, rules and expectations, useful contact numbers and information relating to equality and diversity. They also receive a specialist bound book which contributes to life story work, capturing the first five years of their child's life. Parents know how to make a complaint. They do not actively use this mechanism to express their concerns, preferring to discuss issues in house meetings. Parents take the time to compliment the centre, thanking staff for their 'help and reassurance'.

Families receive assistance from an experienced, committed staff team. The high staffing ratio is centred on the needs of the families. This enables one-to-one supervision on activities, visits and appointments. All staff have the necessary vocational qualification or an equivalent. Leaders and managers consistently

communicate high expectations to staff. The organisation provides a wide range of training, workshops and support which effectively helps staff to fulfil their role. This includes enabling staff to undertake specific courses related to their interest, an example being family therapy. Staff are also able to work to their skills and strengths, leading on specific areas of practice. Staff benefit from regular individual supervision, which has a therapeutic input. They regularly discuss their work in team meetings and they benefit from appraisals which recognise their skills and areas for development.

Staff describe their work as 'enjoyable and fulfilling'. They demonstrate a strong commitment to equality and diversity and advocating for parents' rights. There is a positive understanding of the complex nature of assessments and the need to change the 'template of parenting'. The staff team collectively persevere to assist each parent to maximise their potential. Practice is continually reviewed to equip parents with the skills and tools they need. The centre effectively meets the needs of all children and parents, including those relating to disability, age, ethnicity, faith, gender, gender identity, language, religious belief and sexual orientation. An example is the sourcing of specialist services for young parents, fathers and Muslim families.

Families benefit from a good quality assurance system. Management monitor the service, this includes monthly visits in accordance with Regulation 25 which provides an insightful review of the service. In addition to quality of care reviews as highlighted in Regulation 23. Corporate plans efficiently cover the centre's values, practice, objectives and the overall desire to be a 'beacon of good practice'. The centre evaluates placement data and purposefully reviews the quality of care. Leaders and managers learn from complaints and they are continually adapting the service to meet changes within social care. They 'strive to do better and better'. There is a good vision for the future which includes incorporating a comprehensive training programme for parents. The aim being to further their education and life skills. There are also plans to provide additional support services for families in the local community.

The centre is a learning environment and demonstrates a commitment to staff development. There is a strong capacity for continual improvement. This is based on the organisation's track record and performance since its previous inspection. The centre has successfully addressed the three requirements and five recommendations from the last inspection. These relate to record keeping, staff recruitment, management of complaints, fire safety and quality assurance. Records are up-to-date, concise and respectfully detail each family's journey. Staff appropriately maintain confidentiality and securely store personal information. Staff training includes data protection, information sharing and integrated working. The centre also contributes towards social work practice by providing student placements. Staff are updated on regulatory changes and the implementation of this legislation. Leaders and managers acknowledge the need to keep up to date on research and developments within the field.

About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the inspection framework and the evaluation schedule for the inspection of residential family centres.