

# Grange Park Parenting Assessment Unit

Inspection report for residential family centre

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<b>Inspector</b>	Sharon Lewis
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<b>Date of last inspection</b>	25/08/2009

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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 centre provides 24-hour staffing. The unit can accommodate up to two families at any one time.

### The inspection judgements and what they mean

Outstanding:	a service that significantly exceeds minimum requirements
Good:	a service that exceeds minimum requirements
Adequate:	a service that only meets minimum requirements
Inadequate:	a service that does not meet minimum requirements

## Summary

The overall quality rating is good.

This is an overview of what the inspector found during the inspection.

This unannounced inspection concludes that families benefit from a good service with outstanding features. The centre is very effective, empowering parents to maximise their potential. Parents highlight the substantial opportunities they have to build on their parenting, self-development and life skills. There is an excellent range of training and support for parents. The centre takes an exceptional approach to safeguarding and has excellent links with two Local Safeguarding Children Boards (LSCB's). The centre creatively meets the diverse needs of families.

Leadership and management arrangements are very strong. Staff are well qualified, highly skilled, experienced and demonstrate a passionate commitment to their role. Staff are able to constructively use their initiative and create new ways of working with families. The centre is continually evolving and has a comprehensive service development plan. There are innovative plans for the future and the centre has a good capacity to further improve. Quality assurance reports are not forwarded to Ofsted as required. This minor shortfall does not have an impact on families.

## What must be done to secure future improvement?

## Statutory Requirements

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Residential Family Centres Regulations 2002 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

Reg	Statutory Requirement	Due date
23 (2002)	forward a copy of the quality of care review to Ofsted (Regulation 23 (2))	01/06/2013
25 (2002)	forward a copy of the monthly monitoring reports to Ofsted. (Regulation 25 (5))	01/05/2013

## Improvements since the last inspection

The residential family centre demonstrates a capacity for continuing improvement. There is a good track record and performance since its previous inspection. The centre has successfully addressed the four requirements and four recommendations from the last inspection. Families live in a better managed centre and Ofsted are routinely informed of notifiable events. There are a effective range of systems in place to review the quality of care. The centre is also now maintained to a high standard. Families receive better protection as the centre has copies of the local safeguarding procedures and staff are not employed without all the necessary checks. There are up-to-date certificates to verify the fire safety and electrical equipment. Families benefit from the better support given to staff. Staff now receive regular supervision and there are clear job descriptions to guide them in their respective roles.

## Helping children to be healthy

The provision is outstanding.

Families benefit from exceptional support which is able to substantially enrich their lives. Parents highlight that they are given, 'confidence, reassurance and encouragement'. They state they, 'learn a lot' and are 'helped to become the best parent'. Professionals are very complimentary stating that they are, 'impressed' and highlight the way parents' confidence was 'very much enhanced'. Staff work intensively to uniquely empower families using a wide range of teaching methods which includes modelling, mentoring, peer education and the use of pictorial aids. The centre innovatively responds to needs and has developed their own parenting programme. This comprehensively covers topics which include basic care, emotional warmth, safety, stimulation, guidance, boundaries and stability. Parents comment that they found the programme, 'really helpful'.

Staff demonstrate a cohesive commitment to helping parents maximise their potential. There is a strong emphasis on understanding families and meticulously addressing their individualised needs. Staff work in partnership with parents to

produce weekly planners. This programme of events includes teaching sessions, attendance at external groups, appointments and social activities. Teaching sessions cover parenting skills, life skills and personal development. Parents highlight that initially, 'it was a struggle', however, they are now inspired to learn. The service has a clear set of rules, which promotes the best interests of children and the importance of routines. Parents proudly identify the positive changes in their lifestyle, an example being no longer watching television all day. Parents express their enjoyment with this quality time, enabling them to give their children more stimulation.

Families engage in an extensive range of additional experiences. They make substantial use of the local children's centres and their parent groups. Through the enhancement of their own understanding parents highlight how the centre has contributed to their children's development. Families make optimum use of the educational toys and books and comment that their children are learning songs and new words. They regularly go to the library and enjoy visiting places of interest, which includes museums. Families make excellent use of local parks and leisure facilities. The stress of the assessment process, is acknowledged and monthly social events are held for parents. These are fun evening where they can enjoy a takeaway meal together and participate in karaoke; birthdays are also celebrated.

There is excellent promotion of all aspects of well-being. Health initiatives encourage families to lead a healthy lifestyle. Parents receive training in sexual health, children's health and drug and alcohol issues. Staff are highly perceptive and identify health issues and make appropriate referrals at the earliest stage; this results in parents receiving a valued diagnosis and subsequent intervention. Families register at a local surgery and there are very good links with health professionals. Parents participate in staff training and are able to earn certificates in food hygiene and paediatric first aid. There are secure medication storage facilities and relevant up-to-date records. The centre stores medication, however, it is the parents responsibility to administer medication. Staff innovatively work with any disabilities which impact on parenting. An example is the purchasing of a sling to enable a disabled parent to transfer their baby.

Parents receive outstanding support to make sense of their past, current situation and to make plans for the future. Staff encourage parents to self-refer to a local counselling service. If necessary the centre will also fund therapeutic support. Parents receive assistance with life story work, this results in them producing their own baby books. Parents feel that they are treated with respect and they are able to safely discuss their feelings. Input from the centre results in greater emotional warmth, self-awareness, better anger management and improved social skills. Staff support parents with identifying and achieving their goals. Examples are organising an apprenticeship, a college course and funding their driving lessons. Parents have access to a computer in the play room, where they can research jobs and careers and update their curriculum vitae. Parents proudly list their aspirations; these include going back to education and starting their own business.

## Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

The centre demonstrates a substantial commitment to safeguarding and promoting the welfare of children. Parents receive an extensive education in keeping themselves and their children safe. There is a dedicated programme which focuses solely on domestic violence. Parents are able to reflect and analyse their relationships and the impact on their parenting. The aim being to help parents create a safe and secure environment for their children. Parents highlight how this course is life changing, increasing their knowledge regarding relationships and the 'signs to watch out for'. They aim to also teach the principles learnt to their children. Parents greatly appreciate the raising of their awareness regarding cot death and explain how this has influenced their sleeping practices. The centre promotes a very strong message which involves discussing child deaths, the latest research and using practical exercises.

Children's safety is of paramount importance. The education programme for parents includes child protection, general safety, internal and external environment risks. Visual reminders of a wide range of child safety and wellbeing issues are on display throughout the premises. Parents are aware of the rules and expectations regarding their behaviour. Staff effectively promote positive behaviour and benefit from training in managing challenging behaviour. Parents benefit from the centre's policies which address bullying, harassment, violence and adult protection. Staff creatively nurture parent's talents to focus on this area; an example is a parent producing an anti-bullying poster. Parents confirm that they are treated with respect and they openly report any concerns. The service has a clear complaints procedure and manages any issues in a very prompt and efficient manner. The centre receives a substantial number of compliments. These highlight the professionalism of staff, high quality assessments and specific examples of excellent intervention.

Staff are highly effective in managing safeguarding concerns, promptly referring them to the relevant parties and informing Ofsted. One compliment highlights high levels of staff commitment, 'staff did not leave a stone unturned and advocated strongly all professional's concerns at whatever cost'. The centre reflects on issues and learns from incidents which directly impact on practice. There is a strong relationship with two Local Safeguarding Children's Boards's. This enables staff to access training and regularly receive pertinent information enabling them to keep up-to-date on best practice and key safeguarding issues. Each family has a risk assessment, which is routinely updated. The centre has their own child protection procedure and additionally refers to the London child protection procedures. Staff know what action to take if the whereabouts of parents or children is not known.

Families enjoy a good level of security and state that they feel safe and comfortable. They reside in premises which are physically safe and secure. The centre has certificates which verify the safety of the gas, electrical and fire safety equipment. Families participate in fire drills and fire safety is part of their initial induction. Parents and children receive protection from the organisation's recruitment system.

The centre does not employ new staff, unless all the necessary checks have been received. Criminal record bureau checks are also renewed every three years. This helps prevent unsuitable persons from working in the home. The centre provides a good level of security. The centre uses surveillance cameras and monitoring devices during assessments. Parents understand this and restrictions are fully explained to them.

### **Helping children achieve well and enjoy what they do**

The provision is not judged.

There are no national minimum standards under this outcome area.

### **Helping children make a positive contribution**

The provision is outstanding.

Families benefit from the centre's excellent commitment to personalised care planning, active engagement and meeting individual needs. The centre has a clear, comprehensive admission process, in response to the needs of each family. Parents confirm that the admission process was both informative and welcoming. The involvement of staff in pre-placement meetings provides the opportunity to meet with prospective parents and professionals. This enables all parties to establish an effective foundation for joint working. Care planning is dedicated to valuing children and promoting their welfare and safety. The plan illustrates how parenting skills will be assessed and their capacity for change.

Staff work proactively with families, identifying and addressing highlighted issues. Staff are aware of each family's strengths and appropriately praise and encourage them. The centre uses a range of assessment tools ideally suited for specific needs. Parents actively contribute to their placement plan. This plan details all areas of individual need including health, ethnicity, culture, religion, language and disability. The assessment process is continually adapted to incorporate parents learning needs. Parents participate in a structured programme which includes keywork sessions three to four times a week. Parents routinely receive copies of their evolving assessments. This practice and a series of meetings enables parents to contribute and challenge aspects of the assessment process. Where parents have limited literacy or use English as an additional language, staff relay information in a manner most suitable to their needs. Examples are producing pictorial documentation and reading back records to parents.

The centre empowers families, enabling them to influence decision making through feedback questionnaires, individual and group meetings. This enables parents to confidently contribute to their daily life, longer-term arrangements and service development. During their stay families pay a weekly service charge, which is saved and is returned to them when they leave. This is subject to there being no extensive damage to the property. This lump sum is highly valued, especially if families move into independent accommodation. The centre sensitively marks leavings, with a party

and a gift. Children receive their own gift of a uniquely produced music and numeracy album. Staff can help with the practicalities of moving. They also exceed their remit through undertaking makeovers of the families new accommodation. The centre provides a post placement service; professionals find this considerably beneficial for families and pleased with the post placement support.

## **Achieving economic wellbeing**

The provision is good.

The residential centre is family sized house, with two reception rooms. It is furnished and decorated in a modern style. Families can relax in communal areas downstairs. This includes the lounge which has comfortable leather armchairs, a dining area, television, digital channel box and a DVD player. A vibrant, well-resourced playroom is available for children. This includes a wide range of toys, games and books. Within the play room is a computer and also books and leaflets for parents. Each family has their own room located upstairs. Rooms have double beds, ample storage space and cot beds for children. Families share a bathroom, which has shower facilities. There are also a range of bath time toys for children to enjoy. Families share the kitchen and have access to communal pots, pans and utensils. A washing machine is available for them to undertake their laundry. Families benefit from their own paved garden with outdoor furniture. Parents also have access to their own telephone in the hallway.

Parents describe the premises as 'nice', stating that it feels 'like their 'own house'. The property blends easily into the residential neighbourhood. Families are in close proximity to the high street, which has a wide range of culturally diverse shops and amenities. Regular bus and rail routes enable families to travel to surrounding areas. The property is well-maintained. The organisation employs a full time maintenance person who is able to efficiently respond to any issues. It is the centre's policy to refresh each room after a family moves out. Throughout the premises are displays providing information on safe parenting, child development and community resources. The centre is used solely for the use of families and not for any other purposes.

## **Organisation**

The organisation is good.

Parents and children benefit from a very personalised, effective and well managed service. All levels of staff are passionately dedicated to their respective roles. The welfare of children is at the heart of their practice. Parents describe the service as 'very good' and would score them 'nine out of ten'. The Registered Manager, who also owns the company, is social work qualified and has substantial experience in the social care field. Leadership is strengthened by competent and efficient senior arrangements. The management team consistently communicate high expectations to staff ensuring sustain improvement. The Statement of Purpose comprehensively details the centre's philosophy, principles and working practices. Families benefit

from their own residents' pack which consists of a handbook, a wide range of leaflets, a diary and a pen. The handbook provides a good selection of information about local resources and national agencies which can assist them.

The promotion of equality and diversity is good. Staff successfully work with parents with a wide range of needs. This includes learning disabilities, a variety of cultural, religious and linguistics needs and young parents. A key strength is the specialist resources available for parents with learning needs; for example the use of specific pictorial workbooks, planners and guidance. A professional compliment states that the, 'rights and responsibilities of parents with learning difficulties are at the heart of the centre's practice'. Families benefit from a staff team which is able to speak a wide range of languages. Staff language skills also incorporate the ability to communicate using Makaton and British Sign Language. Policies and procedures demonstrate the centre's commitment to working in an anti-discriminatory manner. There is a culture of highlighting parents' strengths and respecting their rights. Practice, procedures and supporting documentation positively addresses working in an anti-discriminatory manner.

Families receive assistance from a very competent, well trained and committed staff team. All staff have or are currently completing the necessary vocational qualification. The team has an extensive range of qualifications and prior experience. The staff team includes teachers, nursery nurses, psychologists, social workers and highly experienced consultants. Staff believe in empowering families. The staff team is predominately female, with male workers available, as needed. The staffing ratio is centred on the needs of the families. This enables one-to-one supervision on activities, visits and appointments. Families benefit from night-time support. The organisation provides a wide range of training and support which effectively helps staff to fulfil their role. Staff reflect on their practice and they benefit from regular individual supervision, appraisals and team meetings. Staff maintain confidentiality and securely store personal information. Records are clear and up-to-date, detailing each parent's progress and significantly contributing to assessment reports. Staff are very perceptive and have a good understanding of issues.

Quality assurance includes a range of mechanisms to monitor and continually develop the service. Management positively incorporates the views of families and staff. Management monitor records in accordance with the national minimum standards and take action to address identified areas for improvement. An independent consultant undertakes a quality of care report; these reports, however, have not been received by Ofsted. This does not have a detrimental impact on families, as the service is continually evolving to meet their needs. The Registered Manager confirmed future quality of care reports will be sent every six months to Ofsted and monitoring reports every month. The business plan is founded on robust evidence tackling key areas requiring further development and building on areas of strength.

## **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 for children. The inspection was carried out under the Care Standards Act 2000.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.