

# Family Assessment Centre

Kaleidoscope Assessment Services Limited

881 Chester Road, Stretford, Manchester M32 0RN

Inspected under the social care common inspection framework

## Information about this residential family centre

This residential family centre is registered to accommodate up to two families at any one time. The residential family centre is privately owned. Families access the centre at the direction of the court and/or the local authority for the purposes of assessment.

**Inspection dates:** 10 to 11 July 2018

**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:** 13 August 2015

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Key findings from this inspection

This residential family centre is good because:

- The family centre provides residential services for parents and their children to monitor and assess the parents' ability to respond to their children's needs and to safeguard and promote their children's welfare.
- Staff build positive relationships with parents and their children and are dedicated to helping parents make progress.
- Staff teach parents the importance of stimulating their children. They use creative activities to make the sessions fun for all the family.
- Families have access to an independent advocate. This provides them with someone independent to talk to about any concerns that they may have.
- Staff provide links in the local community for the families, such as playgroups.
- Managers and staff identify the progress that parents make. This is shared at the weekly appraisal meeting attended by a member of staff and the parents.

The residential family centre's areas for development:

- Residents' flats look tired and need redecorating in order to create a welcoming environment.
- Placement plans lack information about the health needs of children. Parents' health plans also lack details of the health professionals involved in their lives. This fails to show that the centre is providing holistic care for families.
- Risk assessments do not show that managers and staff have considered the risk to the child from their parents. This could weaken risk management strategies.
- The company has failed to take up references for new staff who had previously worked with children or vulnerable adults. This could potentially undermine children's and vulnerable adults' safety.

## 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 within the given timescales.

| Requirement   | Due date   |
|---|------------|
| <p>Where a person has previously worked in a position whose duties involved work with children or vulnerable adults, so far as reasonably practicable verification of the reason why the employment or position ended. (Regulation 16 Schedule 2 (4))</p> <p>In particular, that references are obtained for new staff from the services they had previously worked for and that references contain information as to why the position ended.</p> | 26/10/2018 |
| <p>The registered person shall ensure that the premises to be used at the residential family centre are of sound construction and kept in a good state of repair externally and internally. (Regulation 21(2)(b))</p> <p>In particular, that the radiator covers on the landing are secure.</p>   | 26/10/2018 |

### Recommendations

- Parents' and children's physical, emotional and social development needs are identified in their family placement plan and promoted throughout their placement. (Residential Family Centres National Minimum Standards, page 13, paragraph 6.1)
- The placement plan should specify the objectives and intended outcomes of the placement, details of training, assistance, assessment, supervision and protection to be provided at the centre, and how the child's welfare will be promoted. (Residential Family Centres National Minimum Standards, page 17, paragraph 9.2)
- The centre provides a comfortable and homely environment that is well decorated. (Residential Family Centres National Minimum Standards, page 19, paragraph 11.2)

## Inspection judgements

### Overall experiences and progress of children and parents: good

The staff team builds and sustains positive relationships with parents, children and professionals. Staff are dedicated to helping parents to make meaningful progress. Staff support families to overcome any barriers that have an impact on their ability to care, bond and keep their children safe. This was confirmed by a parent who said, 'I like it here. The staff have helped me loads. They are helping me to learn things about being a parent.'

Two radiators on the landing need to be secured to ensure the safety of children, parents, staff and visitors. The residents' flats look tired and need redecorating. This improvement will provide families with a welcoming environment and ensure that the centre is safe.

The centre has a placement plan for each family. This document fails to fully capture the children's health needs. Parents' health plans also lack important information, such as the details of their doctors and dentists. To date, this has not had an impact on practice because staff know the children's needs. However, this does not show that the centre is providing holistic support for children and their parents.

Children and their parents enjoy the positive links made within the local community. These resources include play groups, health centres, and specialist services. The staff team strikes a good balance in supporting such interactions, while encouraging parents to take responsibility for themselves. This enables families to build up links and to access support and advice that they need during the assessment process.

Parents were observed approaching managers during the inspection for support and advice. It was clear that they found the staff a good source of support. Families have access to an independent advocate. This provides parents with someone independent to talk to about their anxieties and concerns.

The staff are particularly good at gaining parents' views, wishes and feelings. There are regular creative activities on offer. Parents say that they enjoy the pamper sessions. This activity helps parents to relax, and reduces stress levels and tension. A parent said, 'I love the pamper sessions. I wish we had more. It makes me relax and makes me feel good.'

Staff teach parents how to interact with their child. They learn the importance of talking to and stimulating their child. Staff teach parents baby massage that helps their child to relax. A member of staff said, 'It's teaching the parents how to stimulate the child and why it is beneficial. We often come across parents who don't know how to interact and stimulate their baby. It's very important for their baby's development that they do.'

## **How well children and parents are helped and protected: good**

A qualified and experienced social worker leads the assessment process. The report is clear and includes good evidence of the child's journey throughout their assessment. The assessment provides clear recommendations for the children's futures, based on sound evidence. This assists professionals to make well-informed decisions in the best interests of the children.

The assessment focuses on safeguarding and children's well-being. It is individually tailored to each family. It is detailed and draws on a range of evidence to assess the parents' capacity to change. Staff support the parents throughout the assessment. Staff challenge parents when necessary, encouraging them to reflect on their own behaviour. This enhances the parents' understanding of how to maintain their children's welfare, safety and development. Staff work with placing social workers and health professionals throughout the assessment. This contributes to the quality of the assessment report.

The use of surveillance is supported by clear policies and procedures. Parents understand and consent to the use of surveillance systems during their assessment. Appropriate consent documentation agreements are on file to evidence that parents understand the reasons for the use of surveillance systems. A parent said, 'I was told by staff about the camera when I got here. I was shocked at first, but I understand why it's there and agree to them using it.'

Staff are open, honest and encourage parents to take responsibility for their actions. There are clear expectations around behaviour. Parents confirmed that these are fair and are there to keep everyone safe.

The manager and staff complete risk assessments before a family is admitted to the centre. However, the risk to the child from their parents is not clearly recorded. This has the potential to weaken risk management strategies. To date, there is no evidence that this has had an adverse impact on children's safety. Managers intend to remedy this shortfall to ensure that there is a stronger risk management system in place.

The recruitment of staff is not yet robust. For example, the company did not take up references for new staff from services where they previously worked with children or vulnerable adults. This potentially undermines children's and vulnerable adults' safety.

## **The effectiveness of leaders and managers: good**

Managers are dedicated and child focused. They either have the relevant qualifications to undertake the role or are working towards them. Leaders and managers have a shared vision and want to support families to gain good outcomes. Managers work well together and have a good understanding of their strengths and support families to stay together. However, they are clear that the safety of the child is first and foremost.

Staff benefit from regular, good-quality training that keeps them well informed. Training is specific to each individual family's needs. This helps the staff to gain a better understanding of how to support the parents and child. Staff are either fully qualified or working towards their level 3 diploma. A member of staff said of the management and staff team, 'The managers and staff are very supportive. They are proactive and well prepared. The handovers are detailed, and I'm always thoroughly updated. I've done a lot of e-learning training and I have sourced training that is beneficial to our families. I have shared my learning with managers and the team.'

Managers and staff have a good understanding of the progress that families make. Weekly appraisals ensure that parents are fully aware of their progress and where improvement is needed. A parent said, 'I like our weekly appraisals. Staff praise me for good work, but they do tell you when you are not doing something right.'

Staff receive monthly supervision. These sessions provide opportunities for staff to reflect on their practice, and to recognise their strengths and areas for development. Managers review staff practice and provide direction during staff meetings and supervision to ensure that best practice is followed.

The statement of purpose explains the work of the centre. This means that stakeholders are clear about how the centre works and what to expect from the service. The parents' guide helps families to understand how they will be supported, what their rights are and what the expectations of them are. Managers review these documents to ensure that relevant parties are notified of any changes.

Managers and staff have good working relationships with placing social workers, health professionals and guardians. This ensures that families receive the necessary support during the assessment process. The centre has received highly positive feedback from these professionals. A health professional said, 'Staff ask for advice appropriately, to ensure that they are giving current information to families in their care. I am happy with the service.'

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and parents. Inspectors considered the quality of work and the differences made to the lives of children and parents. They watched how professional staff work with children and parents and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and parents. In addition, the inspectors have tried to understand what the residential family centre knows about how well it is performing, how well it is doing and what difference it is making for the children and parents whom it is trying to help, protect and look after.

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:** SC481062

**Registered provider:** Kaleidoscope Assessment Services Limited

**Registered provider address:** Finsley House, Finsley Street, Briercliffe, Burnley, Lancashire BB10 2HN

**Responsible individual:** Peter Clinch

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### **Inspector**

Ms Hornby, social care inspector



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