

Dumbell House

13 Dumbell Street, Pendlebury, Swinton, Manchester, M27 6FP

Monitoring visit

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. The centre is privately owned. Families access the centre at the direction of the family court and/or the local authority for the purposes of assessment.

The manager registered in July 2024. She is appropriately qualified and experienced.

At the time of the visit, one family was living in the centre. The inspector spoke to the parent during the visit.

Inspection date: 8 October 2025

Date of last inspection: 13 February 2024

This monitoring visit

This monitoring visit was carried out following an anonymous complaint about the condition of the premises and concerns associated with staff conduct and practice when working with families.

The centre is secure, warm and welcoming. There were no health or safety concerns identified. Some communal areas and hallways have scrapes to the walls from prams and daily wear and tear. These areas would benefit from being redecorated to maintain the overall standard of the centre. A good practice recommendation has been made to address this.

There is an effective balance of staff experience and support in place for families. A parent talked positively about their experiences while living in the centre. They said they have good relationships with the staff team, including the leadership team. They felt confident talking to staff and asking for guidance.

The staff team actively supports parents with creative sessions and activities to help improve their parenting capacity. This includes supporting them to access external child and baby groups at the local community centre.

The provider employs a qualified social worker to conduct individualised parenting assessments and reports for court. All are quality assured by a separate social worker to ensure that recommendations and information provided about the family are balanced and accurate.

CCTV is in place throughout the centre to ensure that the focus of staff monitoring is children's safety. It is adapted to ensure that parents' privacy is not compromised in their bedrooms or when they attend meetings with external professionals.

There has been one incident when a child required immediate emergency medical treatment when they were seriously ill. The staff responded to this promptly and ensured that the child was medically assessed without delay.

There have been no complaints made by parents or professionals since the last inspection. One parent said they understood how they would make a complaint and felt reassured that leaders and managers would take their concerns seriously.

The staff team is provided with regular and up-to-date training to ensure that they have the skills and knowledge to support families during their assessments. A training coordinator monitors staff training needs effectively and consults with the manager to identify any new training required.

The remaining recommendations were not considered during this visit. They will be reviewed at the centre's next inspection.

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

Recommendations

- The registered person should ensure that a record is kept of the recruitment and vetting checks carried out on those working at the centre, including volunteers, which includes: checks to confirm the right to work in the UK; and, where the person has lived outside the UK, further checks, as are considered appropriate, where obtaining a Disclosure and Barring Service disclosure is not sufficient to establish suitability to work with children. ('Residential family centres: national minimum standards', 14.3)
- The registered person should ensure that they provide a suitable physical environment for parents and children. Specifically, some areas of the centre require redecoration to ensure that wear and tear in communal areas from daily living is addressed. ('Residential family centres: national minimum standards', 11.2)

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: 2724312

Registered provider: Kaleidoscope Assessment Services Limited

Registered provider address: 413 High Street, London E15 4QZ

Responsible individual: James Broadfield

Registered manager: Joanne Kelly

Inspector

Cheryl Field, Social Care Inspector

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