

Orchard House Residential Family Assessment Centre

Inspection report for residential family centre

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Inspector	Richard Horrobin / Carol Cox
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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.

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 outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

The inspection judgements and what they mean

Outstanding:	this aspect of the provision is of exceptionally high quality
Good:	this aspect of the provision is strong
Satisfactory:	this aspect of the provision is sound
Inadequate:	this aspect of the provision is not good enough

Service information

Brief description of the service

Orchard House is a residential family centre for up to six families referred for assessment by Courts and Local Authority Children's Services. The centre is a detached Georgian house located close to the centre of Taunton.

Summary

This was a key inspection undertaken by two inspectors. All National Minimum Standards were inspected. There are no National Minimum Standards for enjoying and achieving.

The overall quality rating is good.

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

Improvements since the last inspection

Many of the requirements and recommendations arising from the last inspection had been addressed but the main requirement regarding the appointment of a manager has only recently been acted upon. The manager-designate and responsible individual impress as being positive about an improvement agenda.

Helping children to be healthy

The provision is good.

Staff promote healthy eating and healthy lifestyles. Gym membership is facilitated and the home has a bicycle available for residents use. There is good access to local health care including health visitors. Care records identify significant health issues and children's health is promoted by the maintenance of developmental records. There are good storage arrangements for medication. Not all medication records are made in full, including when medication is returned, and staff do not sign the entries. All staff undertake first aid training including paediatric first aid. No staff hold a appointed first aid certificate.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Staff are clear in their expectations of parents regarding behaviour and are effective in challenging conduct that impacts upon other families staying at the centre. There is good diversity practice. Staff receive training in managing conflict. There are very clear expectations of visitors and staff provide appropriate monitoring of visitors. Within the context of an intensive assessment process there is a good respect for privacy and its promotion. The use of CCTV in communal rooms and specified bedrooms inevitably impacts upon privacy. The use of CCTV is transparent and appropriate. Parents sign to indicate their understanding of the use of CCTV. The use of CCTV is not stated in the statement of purpose and placement agreements. The centre has a complaints policy and this is readily available to families. The policy does not identify an independent person to deal with any complaint about the manager or responsible individual should the need arise. All staff receive training in child protection and senior staff are very experienced in this area. A new policy on the protection of vulnerable adults has been developed. Staff understand the need to report significant events should they arise. Parent and child safety is promoted by the use of good staff recruitment practices. There remains a

need to check the reason for leaving employment when staff have previously worked in childcare or other care settings. There is a good standard of health and safety including fire precautions.

Helping children achieve well and enjoy what they do

The provision is not judged.

Helping children make a positive contribution

The provision is outstanding.

The centre adopts a very careful approach to the admission and leaving arrangements for families. Admission decisions follow rigorous assessment and take into account the needs of existing residents. Staff demonstrate familiarity with the assessment needs of families. Parents are given regular feedback including written summaries of discussions. In situations where it is concluded that children can no longer safely live with their parent(s) every effort is made to support parents in appreciating the positive aspects of the decision. Parents appreciate the warm, professional response of staff.

Achieving economic wellbeing

The provision is good.

The centre is an attractive building located close to the town centre but with easy access to parks. The building is maintained to a high standard of furnishing and décor. Each family has its own en-suite bedroom and there is a choice of communal rooms and play areas for children.

Organisation

The organisation is good.

The statement of purpose has recently been updated. It reflects the practice taking place. There are good standards of recording practice which reflect parent's capacity to safely care for their children. There is a need to ensure that all file entries are signed. The centre is staffed by a group with a wide range of previous experience including social work, care, teaching and health visiting. All staff complete an induction training and then commence NVQ level 3 training. There is a need for more staff to successfully complete the NVQ level 3. There is an adequate level of staffing which is determined on a risk assessment and needs basis. Staff feel supported through the process of daily handover meetings, group supervision and individual supervision. In addition to NVQ training staff receive input on the following: moving and handling, first aid, fire safety, health and safety, conflict management, medicine safety, child protection, assessment and baby bottles and weaning. The centre has functioned effectively through a group leadership but has lacked a registered manager. A manager-designate has now been appointed. There has also been a recent change in the responsible individual. Applications for these individuals to be registered have not yet been made. There has been a pattern of provider monitoring but no process of manager review has been undertaken.

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 meets the Care Standards Act 2000, The Residential Family Centres Regulations 2002 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
23	make application to register the responsible individual and manager. Regulations 5 & 6	15 August 2007
24	set up a system for undertaking and recording manager reviews. Regulation 23.	15 August 2007

Recommendations

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

- ensure that at least one member of staff undertakes a four day appointed person certificated training. Medication logs must be completed in full and be signed. National minimum standard 4.
- set out the use of cctv in the statement of purpose and placement agreements. National minimum standard 9.
- establish an independent person to determine complaints against the manager or responsible individual in the event of these arising. National minimum standard 10
- ensure that the recruitment process includes a check on the reason for leaving any previous children's or care setting. National minimum standard 15.
- ensure that all entries in records are signed. National minimum standard 5.
- encourage and support staff in completing NVQ level 3 training. National minimum standard 14

Annex

Annex A

National Minimum Standards for residential family centre

Being healthy

The intended outcomes for these standards are:

- families have access to health care, education, employment and leisure activities which promote their good health and well being, including their mental health, in a safe environment (NMS 4)

Ofsted considers 4 the key standard to be inspected.

Staying safe

The intended outcomes for these standards are:

- parents and children enjoy a level of comfort and security within the centre based on mutual respect and an understanding of what may have an adverse effect on other residents (NMS 8)
- the privacy of parents and children is respected and information about them is handled with appropriate confidentiality (NMS 9)
- parents and children are able to complain if they are unhappy with any aspect of the centre; they are confident that any complaint will be taken seriously, investigated and addressed without delay and they will be kept informed of the progress (NMS 10)
- the welfare of children is promoted, children are protected from abuse, and an appropriate response is made to any allegation or suspicion of abuse (NMS 11)
- families are protected from abuse, neglect and self-harm (NMS 12)
- all significant events relating to the protection of children or vulnerable adults within the centre are notified by the registered person to the appropriate authorities (NMS 13)
- there is careful selection and vetting of all staff and anyone else resident on the premises (NMS 15)
- parents and children stay in accommodation that provides physical safety and security (NMS 22)

Ofsted considers 9, 10, 11, 12, 15 and 22 the key standards to be inspected.

Enjoying and achieving

The intended outcomes for these standards are:

Ofsted considers none of the above to be key standards to be inspected.

Making a positive contribution

The intended outcomes for these standards are:

- parents and children are admitted to and leave the centre in a planned and sensitive manner (NMS 2)
- children and their parents have their needs assessed and written plans outline how the assessment will be undertaken (NMS 3)
- parents and children using the centre feel well-informed and party to decisions made (NMS 6)
- parents and children enjoy sound relationships with staff based on honesty and mutual respect (NMS 7)

Ofsted considers 3 and 6 the key standards to be inspected.

Annex A

Achieving economic well-being

The intended outcomes for these standards are:

- parents and children live in pleasant, well designed and maintained surroundings providing sufficient space and adequate facilities to meet their needs (NMS 19)
- parents and children enjoy homely accommodation, which is decorated, furnished and maintained to a high standard, and provides adequate facilities for their use (NMS 20)
- shared spaces complement and supplement residents' private rooms (NMS 21)

Ofsted considers none of the above to be key standards to be inspected.

Organisation

The intended outcomes for these standards are:

- parents and children who use the centre know what they can expect, how they will be treated, how the centre operates, and have received this information in written form prior to admission (NMS 1)
- parents' progress is recorded to reflect their ability to care for the children in a safe manner, and promote their welfare (NMS 5)
- parents and children receive the care and services they need from competent staff (NMS 14)
- staff are: sufficient in number and experience; qualified to understand the needs of parents and children; able to respond appropriately when required (NMS 16)
- parents and children receive a service from staff who are themselves supported and guided in safeguarding and promoting the children's welfare (NMS 17)
- staff are trained and enabled to carry out the role to which they are appointed (NMS 18)
- parents and children enjoy the stability of an efficiently run service and purchasers have confidence that they are getting value for money (NMS 23)
- the service's work with parents and children is continually adapted in the light of information about how it is operating (NMS 24)
- there are adequate records of the staff and families using the service (NMS 25)

Ofsted considers 1, 14 and 24 the key standards to be inspected.