Falcon Grove Family Resource Centre
Inspection report for residential family centre

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Inspector            Caroline Wilson
Type of Inspection    Key

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Registered person    Wandsworth Council Childrens Services
Registered manager   Belinda Jane Burt
Responsible individual Jane Kathleen Royle
Date of last inspection 29 November 2006
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
Falcon Grove Family Centre is run by the London Borough of Wandsworth. The Centre provides assessment of parenting, primarily for families with children under 5-years-old, on a residential basis and in the community. In the case of residential assessments families may be asked to stay at Falcon Grove for three months. More often assessments are a combination of a shorter residential period followed by a community based element in the family home. Falcon Grove can accommodate up to four families; three in self contained flats and one in a self-contained bedsit. The building is staffed 24 hours a day. The Centre is located in a residential area close to Clapham Junction mainline station. Local shops, amenities and transport are easily accessible. Falcon Grove Family Centre is part of Wandsworth Children’s Services Department, within its Children’s Specialist Service division. Referrals come to the centre from social work teams, particularly the St Georges Hospital team.

Summary
This inspection took place over one day. Families were interviewed to obtain their views on the quality of the service provided. Staff were spoken to and relevant documentation and policies and procedures were perused to inform this inspection report.

The overall quality rating is outstanding.
This is an overview of what the inspector found during the inspection.

Improvements since the last inspection
No actions were made at the last inspection.

Helping children to be healthy
The provision is outstanding.
Families receive an outstanding service in relation to their health needs. The centre meets all the standards as set out in National Minimum Standards (NMS) in relation to this outcome group. There are arrangements for families to have access to local primary care centres. This includes, medical and developmental checks, vaccinations, dentists and opticians. Children’s needs are promoted for the duration of their stay. All their identified health needs are recorded on file. Written permission is obtained from each parent for the home to administer medication to young people in the event of a medical emergency. There is an on site psychologist and systemic family therapist, which enables families to receive indirect or direct emotional support. These professionals are able to provide individual support to families who have complex needs, such as learning disabilities, drug/alcohol misuse, mental health and family relationship difficulties. Where families do not receive direct input from clinical specialists, staff receive advice and guidance in supporting families where these may be an issue. Consequently, a strong theoretic basis underpins all work undertaken. In addition, delays in court processes can be prevented as professional witnesses for psychological assessments are on site. The routine at the centre allows each parent and child access to education, training and employment as outlined in their care plan. An Under 8’s worker is on site, whose role also allows them to place young people with registered carers who can assess their development and progress.

Protecting children from harm or neglect and helping them stay safe
The provision is outstanding.
The privacy of families is well respected and information about them is handled appropriately. The centre works with families at prearranged times and will announce themselves before entering a families living space to enable them to maintain their privacy and dignity for the duration of their stay. Families are clear on procedural guidelines relating to privacy and confidentiality. This covers access to case files by staff and others and the proposed contents of reports and who will have access to these. Families are clear on the centre’s obligation to put the safety and welfare of young people first as the above arrangements for privacy and confidentiality are overridden in the event of a child protection concern. Families feel confident in and supported in making complaints about aspects of the service that they are unhappy with. They can be confident that their complaints will be taken seriously and investigated and addressed within timescales, which are well within those set out in regulations. Families are provided with the complaints procedures in a variety of formats, including the written agreement and Statement of Purpose. Where necessary, an advocate can be allocated to translate this information in the complainant’s preferred language. There are a variety of systems in place which enable staff to minimise the risk of abuse within the centre. Full assessments are made taking into account of any predisposing risk factors and observations are made of parent and child interaction. Robust procedures are in place which ensures that vulnerable adult family members and children are safeguarded from all forms of abuse. Procedures for reporting incidences of child abuse and vulnerable adults are known and understood by staff in conjunction with relevant legislation. Positive steps are taken to ensure that families, staff and visitors are safe from risk from fire and other hazards. Risk assessments that are necessary to identify and avoid unnecessary and unreasonable risks are conducted regularly. Fire drills, inspections and testing and other safety inspections are undertaken within relevant timescales. Recruitment systems are robust. All requirements of Schedule 2 of the Residential Family Centre Regulations 2002 have been met.

Helping children achieve well and enjoy what they do

The provision is not judged.

There are no enjoying and achieving standards.

Helping children make a positive contribution

The provision is outstanding.

Families have their needs assessed and are knowledgeable on how their assessments will be undertaken. Written plans are agreed by families, the placing authority and the centre which specify how the assessment will be undertaken, including the detail of methods of supervision. The home has sufficient background information about families, provided through initial visits, planning meetings and referral forms in order to ensure that families are well placed and that the centre can meet their needs. This referral information is then used to identify the scope of the assessment of parenting capacity. Written plans do not include the arrangements for contact and visitors, although this information is available to families in other documentation. Families are consulted over key decisions that affect their daily life. Information written about them in daily logs are shared with them and they have the opportunity to sign that they agree or disagree with comments made. Key worker sessions provide families and workers with the opportunity to discuss the progress of the assessment together and challenged decisions made. Staff take into account the religious, racial, linguistic and any special needs of families. Advice is sought from the in-house specialists. Interpreters are used where appropriate.
Achieving economic wellbeing

The provision is good.

Families enjoy accommodation that is of good size in keeping with its purpose and function. Falcon Grove is located in an area that is close to good transport links, health, leisure and shopping facilities. Families have their own separate, self-contained living area, which is well decorated and creates a pleasant, homely environment. There are shared laundry facilities of which families are allocated a day to undertake their washing and drying. Furniture is provided by the centre, although families can bring their own entertainment equipment if they chose. The main building accommodates staff and has a separate area for contact sessions. This is of good size and fit for purpose, though consideration is being given to modifying some areas which are currently redundant. For instance, there is a communal kitchen area that is not used as each family has a kitchen within their living space.

Organisation

The organisation is outstanding.

Families are aware of the services that they can expect from the centre, how it operates and the way that it will be provided. The Statement of Purpose is updated regularly and accurately describes what the centre sets out to do. Families receive care and support that they need from a competent staff team. The centre is managed and staffed at all times in fulfilment of the Statement of Purpose. Extra staffing can be made available on shifts if deemed to be in young peoples’ best interests. Staff are well qualified and have appropriate qualifications to undertake their role. The manager has a Masters in Social Work qualification and principal, family assessment and support workers have relevant qualifications, for instance NVQ 3, NNEB and social work qualifications. There are clear arrangements for staff to deputise in the absence of the manager. Principal workers who undertake this role have relevant experience, are permanently employed and have successfully completed their induction and probationary periods. A review of the service, identifying issues or patterns of key areas requiring action is undertaken within relevant timescales. Information recorded is comprehensive and provides staff with a useful tool on what they are doing well or how to further improve the service that they are providing.

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.

<table>
<thead>
<tr>
<th>Standard</th>
<th>Action</th>
<th>Due date</th>
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Recommendations

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

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.

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.