inspection report

RESIDENTIAL FAMILY CENTRE

Falcon Grove Family Resource Centre

10 Falcon Grove
London
SW11 2ST

Lead Inspector
Adrian Gordon

Announced Inspection
29th November 2006 10:00
The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation
This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this establishment are those for Residential Family Centres. They can be found at www.dh.gov.uk or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

*Every Child Matters*, outlined the government’s vision for children’s services and formed the basis of the Children Act 2004. It provides a framework for inspection so that children’s services should be judged on their contribution to the outcomes considered essential to wellbeing in childhood and later life. Those outcomes are:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a contribution; and
- Achieving economic wellbeing.

In response, the Commission for Social Care Inspection has re-ordered the national minimum standards for children’s services under the five outcomes, for reporting purposes. A further section has been created under ‘Management’ to cover those issues that will potentially impact on all the outcomes above.

Copies of *Every Child Matters* and *The Children Act 2004* are available from The Stationery Office as above.

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## SERVICE INFORMATION

### Name of service
Falcon Grove Family Resource Centre

### Address
10 Falcon Grove  
London  
SW11 2ST

### Telephone number
020 7228 0836

### Fax number
020 7585 3658

### Email address
bburt@wandsworth.gov.uk

### Provider Web address

### Name of registered provider(s)/company (if applicable)
Wandsworth Council Social Services

### Name of registered manager (if applicable)
Belinda Jane Burt

### Type of registration
Residential Family Centre

### No. of places registered (if applicable)
4

### Category(ies) of registration, with number of places
SERVICE INFORMATION

Conditions of registration:

Date of last inspection 12/09/05

Brief Description of the Service:

Falcon Grove is a Residential Family Resource Centre run by the London Borough of Wandsworth. The Centre provides assessment of parenting 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.

Information about the service is available in a comprehensive Service Information Pack.

The is an ‘in-house’ service for families referred by Wandsworth Social Services and is purchased by the Children and Families Social Work Sector.
SUMMARY
This is an overview of what the inspector found during the inspection.

The inspection was carried out by one inspector who spent six hours in the Centre on one day. The inspector spoke to all three parents who were there on placement. A number of records were examined and discussions took place with eight members of staff.

What the service does well:

Falcon Grove has met or exceeded all of the required standards at this inspection and is to be commended. The Centre provides an excellent service to families who are placed there.

The assessment process is made clear and understandable to parents and information is given in a way that makes sense. Parents feel involved in the process and are supported by a dedicated staff team.

A strong management team ensures there is good leadership and that ways of working are constantly monitored, reviewed and adapted if necessary.

What has improved since the last inspection?

Further recruitment to new posts within the team over the last year has improved the breadth of experience in the team. Specialist workers such as the psychologist are able to provide support and advice to families and staff.

The environment has continued to improve. The Contact centre now has its own office and will soon have a separate entrance ensuring that the different services are kept separate.

Safety systems have improved since the last inspection and necessary checks are all up to date.

What they could do better:

The staff team are constantly looking for ways to improve the service to ensure that standards can be exceeded. All standards have been met at this inspection, however it would be good practice to ensure that copies of references are obtained for agency staff to ensure they have the necessary experience.
Please contact the provider for advice of actions taken in response to this inspection.

The report of this inspection is available from enquiries@csci.gsi.gov.uk or by contacting your local CSCI office. The summary of this inspection report can be made available in other formats on request.
DETAILS OF INSPECTOR FINDINGS

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Staying Safe

Enjoying and Achieving - There are no NMS that map to this outcome

Making a Positive Contribution

Achieving Economic Wellbeing

Management

Scoring of Outcomes

Statutory Requirements Identified During the Inspection
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)

The Commission considers Standard 4 the key standard to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

4

Quality in this outcome area is good.

This judgement has been made using available evidence including a visit to this service.

The health and well being of families is promoted through a multidisciplinary approach to assessment.

EVIDENCE:

Families are able to register with a local health centre which provides a number of health related services such as a doctor or dentist. One parent confirmed that they see a health visitor. Any particular health needs of a family member are recorded on file. Specialist support is available from the family therapist, psychologist and substance misuse worker based at the Centre. On admission parents sign a medication / first aid consent form which allows staff to provide support in an emergency. No families were on prescribed medication at the time of the inspection.

Families are able to access local leisure facilities and activities outside of observation times. Any restrictions are made clear in the Family Guide and Assessment Agreement. One parent has been provided with information on Sure Start, the local gym, cinema, One O’Clock club and keep fit classes.
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)

**JUDGEMENT – we looked at outcomes for the following standard(s):**

9, 10, 11, 12, 15, 22

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

**Safe working practices in the Centre ensure that families are protected from harm.**

**EVIDENCE:**

The Centre operates an open recording system and parents have access to the observation reports and daily records. This is explained in the Families’ Guide and confirmed by parents who were seen to have written comments on some reports. Guidelines on privacy and dignity are made clear to parents. These
include, for example, staff knocking on doors before entering except in an emergency. One parent said that staff treated them with respect.

There has been one complaint about the Centre over the past year. This has been dealt with appropriately and the record includes the parents view on the outcome. All parents confirmed that they knew how to complain if needed.

Staff receive training in child protection and are well informed about the action to be taken in dealing with suspicions of abuse. Specialist training and support is available for dealing with substance misuse and domestic violence. Information on any behaviours in families which could be a risk to their welfare is recorded in their files.

Staff files showed evidence that all the necessary recruitment information is in place. A list of agency staff used at the home is maintained and copies of Criminal Record Bureau checks seen before they start work. The Centre should also obtain copies of references for agency staff in order to ensure they have the relevant experience.

Written fire procedures are located at various points around the Centre. Fire drills take place monthly and fire points are regularly tested. The alarm system was serviced in July 2006. All other health and safety checks are up to date, including the electrical wiring installation test which was carried out in March 2006. This was outstanding at the last inspection. Up to date building and environment risk assessments are in place. Because the building is only staffed with one sleep person at night the security of the premises should be constantly monitored and reviewed to ensure it remains safe.
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)

The Commission considers Standards 3 and 6 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

3, 6, 7

Quality in this outcome area is excellent.

This judgement has been made using available evidence including a visit to this service.

A good assessment process encourages families to contribute to decisions made about them. Staff maintain positive relationships with families at the centre.

EVIDENCE:

Once a placement is agreed a Residential Assessment Agreement is drawn up which clearly explains the purpose of the placement and expectations of all parties. The Agreement includes information on methods of assessment, reason and period of placement and dates of reviews. Parents confirmed that they signed the agreement before starting their placement. Copies of reviews are kept on file and these showed input from parents, questioning parts of the report.

Staff work to ensure that parents understand all parts of the process of assessment. This was confirmed in feedback from parents who said ‘information was given in bite size chunks’, ‘staff were helpful and supportive’ and ‘staff made the process a lot more comfortable’. One parent said that they
were encouraged to read reports written about them and could write their own views down. Staff were seen to maintain a professional attitude when talking to families. Parents were positive about their relationship with staff. One said they are ‘professional and efficient’. Another commented that they ‘treat me with respect’.

Two staff members discussed how the team work to ensure equality and diversity needs are met within the service. A example was given of a Muslim family who were supported in their religious beliefs. This meant being more flexible about observations to respect prayer times and attendance at Mosque. Another example was given of a parent for whom English was a second language. In order to make sure information was understandable reports were translated and interpreters used in meetings.
Achieving Economic Wellbeing

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, decorated, furnished and maintained to a high standard, providing adequate facilities for their use. (NMS 20)
- Shared spaces complement and supplement residents’ private rooms. (NMS 21)

JUDGEMENT – we looked at outcomes for the following standard(s):

19, 20

Quality in this outcome area is good.

This judgement has been made using available evidence including a visit to this service.

The premises is maintained to a good standard and provides suitable facilities for families.

EVIDENCE:

Each family has their own self contained flat or bedsit. These are spacious and well furnished with adequate facilities. Laundry facilities and a rear garden are shared. Parents confirmed that flats were suitable for their needs and that they could bring in their own possessions to make it more homely.

Other areas in the building including office space and meeting rooms are clean, welcoming and well maintained. Photographs of staff by the front door make it easy to identify who works there. The ground floor is shared with the Contact Centre which now has its own office space and will soon have a separate entrance.
Management

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 had 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, promoting their welfare. (NMS 5)
- Parents and children receive the care and services they need from competent staff. (NMS 14)
- Staff are sufficient in number, experience and qualification to understand the needs of parents and children and who are 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 both the staff and families using the service. (NMS 25)

The Commission considers Standards 1, 14 and 24 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

1, 14, 16, 24

Quality in this outcome area is excellent.

This judgement has been made using available evidence including a visit to this service.

An experienced and professional staff team work hard to ensure that their work with families is constantly reviewed to promote the welfare of families.

EVIDENCE:
Falcon Grove has a comprehensive Service Information Pack (Statement of Purpose) and Families’ Guide which were updated in November 2006. The Families Guide is a clear and well written document which includes useful information about, for example, the assessment process, facilities, complaints, the staff team and anti-discrimination. All parents confirmed that they were told what to expect and what would happen when they came to the Centre. One parent said that they ‘had the Guide before moving in’ and that ‘it made sense’. All parents sign a Residential Assessment Agreement before the placement starts. This sets out clear reasons for the placement and describes the assessment process in detail.

The staff team has benefited from a number of recent change. As well as Family Assessment Workers (FAW), there are now Family Support Workers who provide specific support to families to back up the assessment process. They are also able to provide follow up support once families have left the Centre. Specialist support is also provided at the Centre through a clinical psychologist, family therapist and substance misuse worker. Staff were very positive about this multi-disciplinary approach. One FAW said it ‘helps to get a wider view of things and the assessment is richer’.

The staff team are committed, experienced and well qualified. All staff were positive about working at the Centre and wanted to ensure that they provide an excellent service to families. One person said that the service is ‘constantly developing and providing new opportunities’ and that it is a ‘strong team’. Management was seen as very supportive.

Monthly monitoring visits take place monthly and reports are forwarded to the Commission. Regular reviews of each family ensure that needs are constantly reassessed and the service adapted if necessary. Supervisions are often used reflectively to look at practice and how the assessment can be made more effective. Staff demonstrated a very good understanding of family dynamics and strive to ensure the service they provide is the best for each individual family.
SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Residential Family Centres have been met and uses the following scale.

4 Standard Exceeded (Commendable)  3 Standard Met (No Shortfalls)
2 Standard Almost Met (Minor Shortfalls)  1 Standard Not Met (Major Shortfalls)

“X” in the standard met box denotes standard not assessed on this occasion
“N/A” in the standard met box denotes standard not applicable

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Are there any outstanding requirements from the last inspection?

**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.

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**RECOMMENDATIONS**

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

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