

# Concordia House

Inspection report for residential family centre

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<b>Inspection date</b>	07/07/2011
<b>Inspector</b>	Sophie Wood
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<b>Setting address</b>	50 Church Path, DEAL, Kent, CT14 9TH
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<b>Telephone number</b>	07970397169
<b>Email</b>	
<b>Registered person</b>	Partnership of Moonreach
<b>Registered manager</b>	Fern Margaret Cowie
<b>Responsible individual</b>	Kerri Lynn Eilertsen-Feeney
<b>Date of last inspection</b>	10/07/2010

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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 outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

## 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**

The centre can accommodate a maximum of two families at any one time and according to its Statement of Purpose, aims to provide specifically for teenage mothers.

The centre provides a safe physical environment for those accommodated. The staff team possesses the relevant skills, experience and qualifications to meet the needs of those accommodated. Good working networks with other appropriate external agencies are established.

Emphasis is placed on teaching and supporting parents to improve upon their parenting skills and the protection of the resident children remains paramount.

### **Summary**

The overall quality rating is good.

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

This unannounced key inspection is the first to be conducted for this service since opening in July 2010. All of the key standards were inspected and the service is judged 'good' overall.

The staff team receives clear guidance and support from the dedicated directors, who have a very clear vision as to the continued development and growth of the service.

Children are protected and parents receive the support and guidance they need to develop positive parenting skills. Assessments are professionally conducted and parents are honestly appraised of their progress throughout their stay. Care and sensitivity is keenly demonstrated in the event of an assessment resulting in the removal of a child.

Shortfalls are found with regards to documentation in respect of behaviour management, fire safety, recruitment records and complaints. Additional training and monitoring needs are also identified. Three requirements and three recommendations are made to address these areas.

### **Improvements since the last inspection**

This is the service's first inspection since registration.

## Helping children to be healthy

The provision is good.

Parents and children benefit because the service ensures they are registered with local health services as soon as they move in. Written records are clear; health and medical needs are researched early on to ensure that appropriate services and support are implemented. Staff members possess a good range of qualifications and experience within the health profession. Training with regards to generic first aid, paediatric first aid and medication administration is up to date.

A robust medication policy is implemented in practice. Safe storage is assured, parents are appropriately supported and clear recording and monitoring mechanisms provide good safeguards. Written parental consent with regards to the administration of medicines and first aid is clearly recorded. Individuals are assured of receiving the support and input they need.

Parents receive comprehensive guidance and support which is concerned with looking after their own health needs, as well as their child's. Key workers deliver such teaching programmes and individual sessions in a style and format which suits the presenting needs of the individual; hence the chances of success are maximised. Referrals to appropriate external health agencies are swiftly made when this becomes necessary, such as health visiting and mental health services.

The service provides parents with the information they need with regards to local resources, leisure facilities and additional support services. Parents are encouraged to voice their interests and needs and they are appropriately supported as a result. Good examples include access to a local college, the acquisition of qualifications and one comment includes, 'I never knew how to cook until I came here'.

## Protecting children from harm or neglect and helping them stay safe

The provision is good.

Safety and well-being is assured within the service because the staff team implements clear procedural guidance. Families are also aware of the expected codes of conduct as soon as they move in. Staff members and families are clear about these. The creation of a safe, relaxed environment, within which individuals feel safe is perceived by the service to be crucial, resulting in positive outcomes for all family members.

Risk assessments are generally completed to a good standard. However one linked to behaviour management and the use of physical restraint lacks the clarity needed to provide appropriate safeguards for all concerned.

Safeguarding policies and procedures are known and understood by the staff team

and resident families. External child protection professionals provide positive comments, such as 'the welfare of the children in placement is of paramount importance' and 'referrals and consultations are appropriately made. The staff demonstrate a good understanding of safeguarding issues and concerns'. Written records demonstrate that staff members receive ongoing and refreshed training with regards to child and adult protection processes. This serves to protect all of the residents of the service.

Resident family members say they know how to make representations and complaints. Comments from service users include, 'you just talk to the staff if something is bothering you' and 'we have regular meetings where we can say what is worrying us'. Further comments include, 'it's not this service that I am bothered about, the staff here are really supportive'. Written logs record one formal complaint in the service's history which is documented to have been satisfactorily resolved. However, the current written guidance provided for families does not explicitly describe the contact details with regards to the local authority or Ofsted, although such details are mentioned elsewhere.

Parents say they are treated with dignity and they confirm the staff respect their privacy. Records are securely stored and staff are periodically reminded of the service's policies and procedures. Families enjoy the privacy of their own bedrooms and lounges. The use of monitoring systems, such as sound monitors are clearly explained and recorded within placement plans.

Families enjoy living in a safe and secure physical environment. Routine health and safety checks identify any areas of concern and repairs and maintenance tasks are swiftly reported and remedied. Parents confirm a good understanding of fire safety procedures and drills are routinely practised. Shortfalls with regards to some of the documentation, for example the fire risk assessment and the recording of fire safety induction present potential safety concerns.

### **Helping children achieve well and enjoy what they do**

The provision is not judged.

### **Helping children make a positive contribution**

The provision is good.

Families move into the service based upon clear and specific referral information. Placements are only offered when the service is confident in meeting the presenting needs. Parents confirm that staff clearly explain the purpose of the placement and the nature of the assessment model and tools to be used. Parents say, 'I don't want to be here, but the staff are really supportive and explain everything'. Written information is readily available for families and key workers sensitively reinforce this verbally.

Placement plans and assessment processes are understood by the staff team. Key workers take their responsibilities seriously and they maintain clear and accurate records. Ongoing in-house and formal reviews are assisted by the good quality of such records; detailed chronologies, interim and final reports are produced.

Individual supervision and group team meetings are effectively used by the team to review the progress of the families and where necessary, to update the support packages in place. Communication is strong and placing authorities receive the updates and information they need as the placements progress.

Placing social workers commend the style and approach of the staff team. They say they are very good at giving parents open and honest feedback, in terms of their progress and where necessary, areas causing concern. Comments include, 'their approach is clear, yet sensitively delivered' and 'they are very good at delivering difficult news'.

Parents feel well informed about their progress and they benefit from a variety of forums and systems which enable them to ask questions and to express their views. Individual key worker sessions and weekly house meetings are valued.

### **Achieving economic wellbeing**

The provision is good.

Families enjoy staying in a domestic style property which is close to local shops and leisure facilities. A maximum of two families are in placement at any given time and communal facilities include the kitchen and bathroom. Families benefit from the privacy which is afforded by their own separate lounges and bedrooms.

The service provides good quality furniture and fittings. All rooms are brightly decorated and the service provides assistance with the provision of necessary equipment if parents do not have their own. The kitchen is clean and well equipped. Families have their own storage space and say they are happy with the domestic laundry facilities in place.

Although small, the rear garden is effectively used by the families. Toys and play items are enjoyed by the resident children and families say they are close to local parks and amenities, should they wish to access these.

### **Organisation**

The organisation is good.

Written information about the service is clear and specific. This enables placing authorities to make an informed decision about placements. Parents also receive clear information and details; this is delivered in a style suited to their individual needs.

The staff team is comprised of individuals with relevant previous experience. Lines of accountability are clear and understood. Every shift is led by a senior staff member and when not on the premises, the senior managers provide an effective on call service.

Duty rosters are adjusted where necessary to suit the needs of the current families. When a new family arrives, waking night cover is provided and this is only reduced to sleep in cover through agreement with the placing authority and robust risk assessments.

Staff members benefit from a thorough induction process and this leads seamlessly into ongoing monthly supervision with their manager. Senior staff receive appropriate external supervision. Due to the infancy of the service, annual appraisal and staff development systems are within their early stages. However, the quality of the information currently available demonstrates that these are effective. The majority of the staff members already possess the national vocational qualification at level 3. The service's own mandatory training courses are all up to date and individuals are commencing with other appropriate courses, for example, counselling. The senior managers have highlighted the need to provide specific training for staff members with additional responsibilities, for example, those with a key role in health and safety management.

Staff members demonstrate a good understanding of the needs of the families in placement. Relationships are professional, yet warm and this factor maximises the chances of success. Liaison with external agencies is equally positive and this aspect ensures that individuals get the help, support and advice they need.

Monitoring systems are robustly implemented by the senior managers. The service strives to improve and is often self critical. Written reports are detailed and thorough; they keenly look at the quality of the service and how it can continue to improve. A shortfall is noted with regards to the monitoring of recruitment records, whereby some omissions were not picked up.

## 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/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.

Reg	Statutory Requirement	Due date
11 (2002)	ensure the use of any form of physical restraint is implemented subject to robust risk assessment and clear prescribed guidance (Regulation 11 (6 and 7))	08/08/2011
22 (2002)	review and update the current fire risk assessment and	08/08/2011

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	submit this to the local fire authority (Regulation 22)	
16 (2002)	ensure the contents of staff recruitment files contain all of the elements as are required. (Regulation 16, Schedule 2)	08/08/2011

## Recommendations

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

- ensure the written complaints procedure includes clear contact details in respect of the local authority and Ofsted (NMS 10.5)
- consider the value of providing specific training for staff members with key tasks, for example health and safety responsibilities (NMS 14)
- ensure monitoring systems include all of the elements as listed under this standard, for example staff recruitment records. (NMS 24)