

Browning House Family Assessment Centre

Inspection report for residential family centre

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Inspection date	23 February 2009
Inspector	Russell Shackford
Type of Inspection	Key

Address	Browning House Family Assessment Centre 126 Chapeltown Road LEEDS LS7 4DP
Telephone number	0113 262 1110
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Registered person	Browning House Family Assessment Centre
Registered manager	Karen Lee Keenan
Responsible individual	
Date of last inspection	20 November 2006

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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

Summary

This was an unannounced full inspection to check on key standards and related regulations. This is a satisfactory service with some good features. Families good health is well promoted. Good procedures and practice safeguard the welfare of the adults and children. The service works closely with other services to meet the range of family's needs including those that may arise out of diversity. Assessments are good and placement plans are well recorded and reviewed. Staff are sufficient in number and they are competent. However, complaint records do not contain the required details, not all staff have been involved in fire drills, recruitment checks are not always satisfactorily completed before staff start work at the centre and there is only satisfactory monitoring of the standard of care provided at the centre.

The overall quality rating is satisfactory.

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

Improvements since the last inspection

There were no actions or recommendations raised at the previous inspection.

Helping children to be healthy

The provision is good.

The staff demonstrate a good understanding of different needs that arise from diversity. Parents confirm that their differences are recognised and promoted. The staff have worked hard to identify different suppliers and services in the local community that parents can choose to access.

Staff have received training in first aid and the safe administration, storage and recording of medication. Good records are kept which clearly indicate where staff or the parent have administered medication. Appropriate permission is obtained from parents to enable staff to administer first aid and medication where needed. Staff and parents have received baby resuscitation training.

Parents are well supported to pursue education and leisure activities to develop their confidence and skills where appropriate. Parents highlighted the number and range of different activities and sessional work that they could take part in. Examples highlighted include massage techniques, play, music, nutrition, cooking, emotional support, library, salt dough and baby hand print pictures. One parent said she attends a local library and parent support group in the community.

Contact is well promoted and facilitated.

Protecting children from harm or neglect and helping them stay safe

The provision is satisfactory.

Staff and parents have a good understanding of acceptable behaviour and conduct whilst living in the residential family centre. This promotes a level of comfort and security within the centre for families.

Staff discuss the expectations and boundaries with parents. There are clear policies and procedures on the standard of behaviour expected. The staff have received training in de-escalation techniques to resolve conflict and manage behaviours. Staff confirm that they have used de escalation techniques to successfully manage difficult and challenging behaviour.

Parents and staff are clear on the rules for visitors which ensures the welfare and safety of these using the centre.

Parents have access to a pay phone where calls can be made in private and they have keys to their own flats. Parents confirm that staff knock and wait before entering flats. Confidential records are securely stored. However, privacy is compromised because the locks on the communal bathrooms can be opened from outside without the use of a key.

Families are confident that any complaints raised will be investigated appropriately. They are fully aware of the procedure for how to complain. However, several matters raised previously by parents were not recorded and although the recording system shows what action is taken, the outcome is not always recorded as required.

Good policies and procedures are in place to protect parents and children from abuse. Measures are put in place to keep families safe. Staff have comprehensive safeguarding training and can verbalise the procedures well. The home has good links with the local safeguarding board. The safeguarding procedures for children and adults are available for staff to refer to and use. Families welfare in the centre is well promoted.

One parent said, 'child safety is 100% priority at Browning House'.

The provider has vetting and recruitment procedures in place to prevent families from being cared for by unsuitable staff. However, the recruitment records show that staff have started work in the centre before satisfactory outcomes to Criminal Record Bureau (CRB) checks have been completed.

Detailed risk assessments are recorded which cover relevant areas. Supporting safety measures are implemented with families to help keep them safe. These are reviewed on a regular basis and updated where necessary. Staff have received training in food hygiene, first aid, health and safety.

Fire safety records show that fire checks, instruction and drills have taken place with staff, parents and children. However, not all staff have been involved in fire drills. Health and safety is monitored by the manager on a monthly basis.

Helping children achieve well and enjoy what they do

The provision is not judged.

Helping children make a positive contribution

The provision is good.

Parents and children are admitted to the centre in a planned and sensitive manner. Information is explained to the parent at the earliest opportunity about the expectations and the purpose of their placement which includes such areas as methods of supervision, observation, assessment, behaviour towards staff and visitors, smoking, privacy and confidentiality. A parent said clear

and detailed explanations have been given to her about the purpose of the placement and a welcome pack with relevant information about the centre. Information about the service is available in a variety of forms. Written information around the centre is supported by pictures. An interpreter service is used to ensure that all families can contribute equally to their assessment.

Work is carried out according to the placement plans, with oversight by the registered person to ensure the needs of the family are met. Each placement plan is monitored by a nominated member of staff who makes time available to provide the family with individual support, advice and guidance. The placement plan is amended as necessary to reflect significant changes in the circumstances of the family. Parents and children, the placing authority, and other concerned parties are consulted about changes to the placement plan, and their views taken into account. The registered person ensures the placement plan is reviewed at regular intervals with the placing authority, the nominated staff member and the family to ensure that it is appropriate and identify progress against the stated objectives. Photographs and a DVD depicting aspects of their stay are produced for families to take away from the centre at the end of their placement.

Parents feel well informed and have good relationships with the staff. A parent said she got on with all the staff. She found the positive feedback she got helpful as well as feedback on the areas she needed to build on and develop further.

Achieving economic wellbeing

The provision is good.

Parents and children enjoy accommodation decorated and furnished to a good standard. They are provided with facilities and equipment suitable for daily living.

All families are accommodated with a one bedroom flat or bed-sit. Some have a kitchenette and their own bathroom. A parent said the flat was comfortable and has good facilities. The centres shared facilities enhance the private accommodation of the families to give variety and choice to the parents and children in their daily life. This includes; a playroom, kitchen, meeting room and outside play area, all of which are well equipped.

The service has a clear policy and procedure for the use of audio surveillance. This is supported by a detailed plan of when and why it will be used with a family.

Organisation

The organisation is satisfactory.

There is a clear statement of how the centre operates and the manner in which care and support is to be provided. The Statement of Purpose contains all of the required information set out in Schedule 1 of the Regulations.

A parent said that on admission to the centre, she received written information about the service and how the centre operates. Staff have also discussed this with her, which she found helpful.

Staff are well supported, competent and the majority are trained in relevant areas to meet the needs of families.

The target of 80% of the work force being trained in the National Vocational Qualification (NVQ) Level 3 in Caring for Children and Young People or equivalent has been met.

Families receive an individual service which is tailored to meet their personal needs. The staff have a good knowledge of the family they are currently working with, ensuring the right support and assessments are being undertaken. The promotion of equality and diversity is good. This is evidenced through practice, supporting policies, procedures and the individual placement plans.

There are Monitoring systems in place to assist in adapting and developing the quality of care at the centre. The manager is carrying out monthly monitoring of the service. An independent person conducts a monthly visit to the home and written reports are produced. However, safety issues such as complaints records and fire safety practice have not been identified or addressed. This does not protect and safeguard families well.

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
9	make suitable arrangements to ensure that the residential family centre is conducted in a manner which respects the privacy and dignity of residents, in particular bathroom door locks (Regulation 10.3)	31 March 2009
10	ensure that a written record is made of any complaint or representation, the action taken in response, and the outcome of the investigation (Regulation 20.6)	31 March 2009
15	ensure that before staff start work in the centre that full and satisfactory information in respect of that person has been obtained in relation to the matters specified in Regulation 16 (Schedule 2)	26 February 2009
22	ensure, by means of fire drills at suitable intervals, that the persons working at the residential family centre and, so far as practicable, residents, are aware of the procedure to be followed in case of fire, including the procedure for saving life (Regulation 22)	26 February 2009
24	visit the centre at least once a month and effectively monitor the conduct of the centre and records and prepare a written report on the conduct of the residential family centre (Regulation 25)	31 March 2009
24	establish and maintain a system for reviewing at appropriate intervals; and improving the quality of care provided at the	31 March 2009

	residential family centre including consultation with residents (Regulation 23)	
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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):