

Arun Hope

The National Fostering Agency Ltd

Arun Hope, 10 Maltravers Drive, Littlehampton, BN17 5EY

Inspected under the social care common inspection framework

Information about this residential family centre

This service is part of a large private organisation which also provides fostering services. This residential family service is registered to conduct residential assessments for a maximum of six families. At the time of this inspection, four families were in residence.

The service and manager were registered in January 2023

Inspection dates: 6 and 7 December 2023

Overall experiences and progress of children and parents, taking into account good

How well children and parents are helped and protected good

The effectiveness of leaders and managers good

The residential family centre provides effective services that meet the requirements for good.

Date of previous inspection: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and parents: good

Parents receive good-quality care and support. Placement plans are clear, and child focused while also clear about the needs of the parent. Staff involve the parents in the development of these plans. Parents and their children make great progress. This is because of the warm and trusting relationships that parents and children develop with the empathic staff that support them. Children are relaxed and settled both with staff, and in the care of their parents. Interactions between staff and parents are respectful.

Staff track parent and child progress effectively. Any difficulties are swiftly identified and addressed with the parent. Staff provide regular and consistent observations underpinned by good communication with parents. This helps parents feel well supported. One parent said that the staff are very attuned to the family's needs, and that the staff support and encourage them to make decisions. As a result, parents do not feel that their rights have been removed.

Parents feel that staff listen to them. The weekly house meetings with a 'Takeaway' meal are well attended by parents. This relaxed house meeting, facilitated by staff, encourages parents to express their views openly. Staff have made changes to the environment because of parental suggestions or requests shared in these meetings. This helps parents to feel involved, respected and valued.

Parents and children receive good support and enjoy their time living at the residential family centre. They receive rounded and consistent care and support that result in good experiences. Parents can access structured learning opportunities that support their development and parenting skills. This includes sessions on child development covering social and emotional developmental needs. Parents benefit from weekly sessions with the art therapist.

Staff recognise the anxieties of parents moving into the centre. They ensure the involvement of parents in making their moving in plans. Parents can explore the centre's website and receive a link to videos about the centre. The manager telephones parents to tell them about the centre and answer any questions. This helps parents feel more confident about moving in. One parent said, 'I felt prepared. I had never been in a place like this before.' Staff provide good support to parents who are moving on, whether this is with their child or not. The staff recognise the unsettling effect that parents moving on without their children can have on the remaining parents and ensure consistent support and encouragement to them.

Staff understand the assessment framework used. As a result, parenting assessments are of a good-quality and provide a broad view of parenting capacity. The reports of these assessments are comprehensive, sensitively written, and considerate of the parents' needs and experiences. Professionals refer to reports that 'are of outstanding quality balanced and well-written.

Staff receive training that helps to inform the way that they work together. Staff track the progress that parents make towards their parenting goals. Parents are provided with clear feedback on their progress in a way that suits them. This enables them to feel helped and supported to meet their parenting potential.

How well children and parents are helped and protected: good

Children's welfare is central to the work that the staff do. Staff take measures to keep children safe and away from harm. The manager provides opportunities for staff to learn from incidences. As a team they reflect on incidents, identify learning, and apply this to their practice. Because of this, the staff team are strong and open to developing and improving practice.

Effective processes are in place for the protection of children. Parents' consent to agreed systems of surveillance on arrival at the centre. When appropriate parents receive one-to-one monitoring night and day. This helps children to remain safe during their stay.

Staff have a clear understanding of risk management and know the risks that exist for each family. Comprehensive risk assessments in place form part of the placement plan. The risk assessments identify areas of risk both to the parent and the child. Staff review and keep these risk assessments updated to reflect any changes.

Staff know the arrangements in place to protect children and parents and follow them. Managers notify Ofsted of safeguarding incidents quickly.

Suitable medication management arrangements are in place. Parents are supported as appropriate to safely administer their own and their child's medication.

The centre follows safer recruitment processes. This is to ensure that only safe and suitable staff work with these families.

The effectiveness of leaders and managers: good

Leaders and managers are ambitious for the centre and have high expectations of staff. They ensure that parents and their children receive the best possible care. Leaders and managers set high standards for the support, and safety of parents and children.

The manager knows the progress of each parent and encourages their full involvement in the assessment process. She ensures that assessments reports are of a high standard and works closely with staff and other professionals. As a result, the manager knows what families progress and responds quickly and effectively to areas where parents need more support.

The managers provide staff with good-quality regular supervision and annual appraisals. The clinical staff receive additional clinical supervision from an external suitably qualified practitioner. There are clear routes for staff continued professional growth and development. They feel encouraged to develop their skills, knowledge, and career. Good quality training helps staff meet the needs of the parents and children. Without exception, staff said that they feel valued and well-supported.

The managers work closely with a range of professionals to ensure that they provide the best possible care and support to parents and children. Because of this, leaders and managers are confident in challenging when professionals fall short of expectations. One professional said, 'They [the staff] hold me to account and keep me on my toes.'

Leaders and managers are committed to the development of the centre. They work together to drive improvement. The manager ensures that they effectively promote equality, diversity, and inclusion.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and parents using the 'Social care common inspection framework'. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Residential Family Centre Regulations 2002 and the national minimum standards.

Residential family centre details

Unique reference number: 2694154

Registered provider: The National Fostering Agency Ltd

Registered provider address: National Fostering Group, Atria, Spa Road, Bolton BL1 4AG

Responsible individual: Neil McCarthy

Registered manager: Melissa Hammond

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Inspector

Mrs Vevene Muhammad, Social Care Inspector

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