RESIDENTIAL FAMILY CENTRE

Crawford House Residential Family Assessment Unit

Crawford House
2 Terrapin Road
Balham
London
SW17 8QN

Lead Inspector
Adrian Gordon

Announced Inspection
7th November 2006 10:30
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

<table>
<thead>
<tr>
<th><strong>Name of service</strong></th>
<th>Crawford House Residential Family Assessment Unit</th>
</tr>
</thead>
</table>
| **Address**         | Crawford House  
2 Terrapin Road  
Balham  
London  
SW17 8QN |
| **Telephone number**| 020 8673 5132 |
| **Fax number**      | 020 8673 5132 |
| **Email address**   | crawford.house@zetnet.co.uk |
| **Provider Web address** | |  
| **Name of registered provider(s)/company (if applicable)** | St Michaels Fellowship |
| **Name of registered manager (if applicable)** | Ronald Akinrinmade |
| **Type of registration** | Residential Family Centre |
| **No. of places registered (if applicable)** | 5 |
| **Category(ies) of registration, with number of places** | |
SERVICE INFORMATION

Conditions of registration:

Date of last inspection 21st September 2005

Brief Description of the Service:

Crawford House is a Residential Assessment Family Centre managed by St Michael's Fellowship, an independent charity. It provides assessments of parenting on a short term, residential basis, usually for three months, although this can be extended in exceptional circumstances. Crawford House whilst registered for five families, generally works with no more than four because of the composition of those families. It is located in a residential area in Balham. Local amenities and transport are easily accessible.

Information about the service is available in a comprehensive Statement of Purpose.

Crawford House charges local authorities £2336 per week for one parent and one child. There is an extra fee of £500 per week for each additional family member. Further charges may be requested where a higher level of support is needed.
**SUMMARY**
This is an overview of what the inspector found during the inspection.

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

Completed surveys were received from three parents at the Centre.

**What the service does well:**

The Centre continues to provide a good service to families who are placed there. In particular, the information given to families before they start is clear and understandable. One parent said that information is ‘a good idea’ and ‘they explain what is going to happen’.

Staff work well with families and involve them in day to day decisions. One parent commented ‘they advise you and let you make your own choice but in reviews both resident and staff make decisions together’.

All parents said that they had benefited from being at the Centre. ‘You get a lot of advice in parenting’ and ‘the Centre helped me come through a long process involving social services’.

**What has improved since the last inspection?**

All families confirmed that they had received a copy of the Residents Handbook.

Supervisions are taking place more frequently then at the previous inspection.

The admission and discharge register was seen to be kept up to date.

**What they could do better:**

In order to ensure residents safety, the fire points must be checked on a weekly basis. This was a requirement at the previous inspection.

The use of sessional staff should be kept to a minimum to ensure that there is a consistent service for families.
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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Being Healthy

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 good links with external services.

EVIDENCE:

All the families are registered at the local Health Centre which provides a number of health related services such as a doctor or dentist. A Health Visitor comes to meet each family to assess any health needs. If any member of a family has a particular health problem which needs attention, this is recorded on file and procedures put in place should an emergency arise. On admission parents sign a medication / first aid consent form, which allows staff to carry out first aid or administer medication to children in urgent circumstances. A lockable cupboard is located in each bedroom where medication can be stored. No families were on prescribed medication at the time of the inspection.
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 parent have access to daily report notes completed by staff. After reading them, parents are encouraged to write their own comments on the reports. Because it is an assessment centre,
families are under constant observation and monitoring. This can make it difficult to give families the privacy they want. However, this is explained before admission and parents spoken to said that although they found it difficult in the beginning, they understood the process of being there. Parents also confirmed that at night time, privacy was respected, and if a staff member wanted to come into their room at any time they would knock beforehand.

There have been no complaints since the last inspection. Parents confirmed they knew how to complain if they needed to.

Staff receive intensive training in child protection and are well informed about the action to be taken in dealing with suspicions of abuse. Specialist training is available for example, in domestic violence or substance misuse. A copy of the local procedures for the protection of vulnerable adults is in place, but these have recently been updated by the local authority. The home must get a copy of the new procedures.

Staff recruitment records were not available at the home, but the registered provider has confirmed that staff are not employed unless all the necessary checks have been completed and returned. It would be good practice for the home to receive a copy of the recruitment form check list for each member of staff.

Written fire procedures are located at various points around the Centre. Regular fire drills take place so that families can familiarise themselves with the evacuation process. However weekly fire point tests are still not taking place. This was a requirement from the last inspection. The alarm system and fire extinguishers were serviced earlier in the year. Other health and safety checks are up to date except for the gas safety service which is a month overdue. Evidence was seen that this is being chased up.
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):

2, 3, 6, 7

Quality in this outcome area is good.

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

Clear written plans give good information about the assessment process. Families are encouraged to make decisions for themselves which develops a positive sense of responsibility.

EVIDENCE:

The Statement of Purpose outlines the admission procedure once a referral has been accepted. A meeting is held with the family and social worker to discuss details of the proposed placement and to give families the opportunity to ask questions. This was confirmed by parents who said they were well informed before starting the placement.

A working agreement is drawn up which clearly explains the purpose of the placement and expectations of all parties. Copies of these were all seen to have been signed and dated. Parents said that there were some aspects of the service which they found difficult, for example, not being able to rely on staff to keep an eye on children, but that this was fully explained beforehand.
Regular meetings are held to review progress and a meeting is held at the end of a placement to discuss outcomes. All of the parents spoken to felt that that had benefited from being at the Centre even if they were placed there reluctantly.

Staff were seen to maintain a professional attitude when talking to families, treating them with respect and listening to what was being said. Parents spoken to were positive about their relationship with staff. One parent commented that they ‘feel involved’ and that staff did not tell them what to do, but would offer advice leaving the decision up to the parent.

Staff work with families around cultural or religious issues if these are relevant. For example a worker described working with parents who had different religious beliefs, focussing how this impacted on the child. Another example was given where a single mother had a child of dual heritage and support was given to look at the child’s identity and cultural background.
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 environment of the Centre is maintained to a good standard and provides suitable facilities for parents to make use of.**

**EVIDENCE:**

Crawford House is located in a residential area blending in with neighbouring houses. Internally, the premises is clean, bright and homely, providing adequate communal space for families. On the ground floor there is a large kitchen which includes a communal dining table and a separate fridge for each family. Next to this is a well furnished and comfortable lounge. To the rear is a spacious garden with some play equipment. Bedrooms are located on other floors and there are an adequate number of bathrooms and toilets.
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, 17, 18, 24,

Quality in this outcome area is good.

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

Families receive comprehensive information about the service before admission so that they know what to expect. A competent staff team ensures that work with families is constantly reviewed and adapted if necessary.
EVIDENCE:

Crawford House has a comprehensive Statement of Purpose which was updated in October 2006. All parents confirmed that they were given a Family Guide when they came to the centre. This was found to be a useful document containing information about, for example, what to expect, how to complain and ‘rules’ for living there. All parents sign a ‘working agreement’ before the placement starts. This sets out clear reasons for the placement and describes the assessment process in detail.

Permanent staff at the Centre have a good range of experience and qualifications relevant to their role. Parents made positive comments about the permanent team. One parent said ‘they are good’. However they added that sessional staff are sometimes lacking in the necessary skills and don’t know the routines of the Centre. The cultural background of staff is diverse and enables a better understanding of the needs of families.

Staff supervision is taking place regularly but the frequency of supervision is not consistent. This should take place once a month. However, staff said that they felt supported and informal supervision takes place frequently. There are weekly team meetings and a therapist comes to discuss team issues and dynamics every three weeks.

A training profile for the team was seen which shows a range of courses that staff have undertaken or requested. These include first aid, equality and diversity, domestic violence and assessing children in need. Some staff have attended a course on ‘race and culture in safeguarding children’ which provides insight into particular cultural customs and child protection.

Monthly monitoring visits are taking place and reports being forwarded to the Commission. Regular reviews of each family ensure that needs are constantly reassessed and the service adapted if necessary. Staff meetings are used to discuss work with families and to share ideas about how assessment can be made more effective.
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.

<table>
<thead>
<tr>
<th>Score</th>
<th>Standard Description</th>
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<tbody>
<tr>
<td>4</td>
<td>Standard Exceeded (Commendable)</td>
</tr>
<tr>
<td>3</td>
<td>Standard Met (No Shortfalls)</td>
</tr>
<tr>
<td>2</td>
<td>Standard Almost Met (Minor Shortfalls)</td>
</tr>
<tr>
<td>1</td>
<td>Standard Not Met (Major Shortfalls)</td>
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“X” in the standard met box denotes standard not assessed on this occasion “N/A” in the standard met box denotes standard not applicable.

### BEING HEALTHY

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### STAYING SAFE

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### ACHIEVING ECONOMIC WELLBEING

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### ENJOYING & ACHIEVING

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<th>Standard No</th>
<th>Score</th>
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No NMS are mapped to this outcome.

### MAKING A POSITIVE CONTRIBUTION

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### MANAGEMENT

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<td>24</td>
<td>3</td>
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<tr>
<td>25</td>
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</table>
Are there any outstanding requirements from the last inspection? Yes

**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.

<table>
<thead>
<tr>
<th>No.</th>
<th>Standard</th>
<th>Regulation</th>
<th>Requirement</th>
<th>Timescale for action</th>
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<tbody>
<tr>
<td>1</td>
<td>RFC22</td>
<td>22 (c)</td>
<td>The Registered Persons must ensure that fire tests are carried out weekly and a record maintained. <strong>This is a requirement from the last inspection. Timescale 21/09/05.</strong></td>
<td>30/11/06</td>
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</table>

**RECOMMENDATIONS**

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

<table>
<thead>
<tr>
<th>No.</th>
<th>Refer to Standard</th>
<th>Good Practice Recommendations</th>
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<tbody>
<tr>
<td>1</td>
<td>RFC12</td>
<td>The Registered Person should ensure that a copy of the updated POVA procedures is obtained from the London Borough of Wandsworth.</td>
</tr>
<tr>
<td>2</td>
<td>RFC15</td>
<td>The Registered Persons should ensure that written confirmation is obtained that recruitment information for all permanent members of staff is in line with Schedule 2 of the Regulations.</td>
</tr>
<tr>
<td>3</td>
<td>RFC16</td>
<td>The Registered Persons should ensure that sessional staff usage is kept to a minimum to ensure consistency of service.</td>
</tr>
<tr>
<td>4</td>
<td>RFC17</td>
<td>The Registered Person should ensure that all staff receive formal supervision once a month.</td>
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