

# Ty Connections III - Friern Barnet Road

Ty Connections Limited

5a The Broadway, Friern Barnet Road, London N11 3DT

Inspected under the social care common inspection framework

## Information about this residential family centre

Ty Connections III is a privately owned company which specialises in providing independent parenting capacity and risk assessment support. This residential family centre is registered to provide care and support for up to three families in individual self-contained studio apartments. The service offers a broad range of support, including on-site counselling. The service also can assist with community-based assessments.

**Inspection dates:** 13 to 14 June 2018

**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:** 17 November 2015

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Key findings from this inspection

This residential family centre is good because:

- Parental assessments are comprehensive and are tailored to meet the individual assessment needs of each family member. Assessment tools and programmes are varied in scope and take into account equality and diversity.
- Children and adults are safe from harm, abuse and neglect. The centre's safeguarding systems are strong.
- The staff team members are very experienced, skilled and knowledgeable. They work effectively with children and parents. Families enjoy working with centre staff and give positive feedback of their working relationships.
- Parents benefit from weekly, confidential psychotherapy sessions within a safe space.
- Assessments and final reports are of a high quality and this assists the local authority and the courts with their decision-making.
- Staff's communication with external professionals is consistent and effective.
- Management oversight of the centre is good and this promotes continued service improvement.
- Children and families benefit from the practical support that staff provide.
- Families appreciate living in self-contained accommodation.

The residential family centre's areas for development:

- The provider must ensure that Regulation 25 monitoring reports are consistently forwarded to Ofsted.
- The provider must provide staff with regular training and opportunities for professional development.
- The provider must ensure that there are appropriate arrangements for the recording of staff supervision sessions.
- The provider must ensure that notifications to Ofsted are forwarded promptly.
- Managers to consider reviewing staff's recording of medication information.

## What does the residential family centre need to do to improve?

### Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Residential Family Centre Regulations 2002 and the national minimum standards. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>Visits by registered provider</p> <p>The registered provider shall supply a copy of the report required to be made under paragraph (4)(c) to—</p> <p>(a) the Commission. (Regulation 25(5)(a))</p>	01/10/2018
<p>Employment of staff</p> <p>The registered person shall ensure that all persons employed by him—</p> <p>(a) receive appropriate training, supervision and appraisal; and</p> <p>(b) are enabled from time to time to obtain further qualifications appropriate to the work they perform. (Regulation 17(5)(a)(b))</p> <p>In particular, that records of staff supervision are agreed to and signed by both the supervisor and supervisee and that the provider reviews and enhances the frequency of staff training and staff professional development opportunities. (Regulation 17(a)(b))</p>	01/10/2018
<p>Notifiable events</p> <p>If, in relation to a residential family centre, any of the events listed in column 1 of the table in Schedule 5 takes place, the registered person shall without delay notify the persons indicated in respect of the event in column 2 of the table. (Regulation 26(1))</p>	01/10/2018

## Recommendations

- There is an effective policy on the safe management of medicines which includes a written record of all medication, treatment and first aid given to parents and children during their placement. All staff and parents are aware of the policy. (NMS 6.6). In particular, that the provider reviews methods of recording medication information that includes keeping a running tally of administered medication.
- The centre provides a comfortable and homely environment and is well maintained and decorated. Avoidable hazards are removed as is consistent with a domestic setting. Risk reduction does not lead to an institutional feel. (NMS 11.2). This relates to the provider confirming that the centre's domestic appliances have been appropriately PAT tested.

## Inspection judgements

### **Overall experiences and progress of children and parents: good**

The centre offers parents effective, individualised parenting support through a series of planned sessions. These sessions are tailored to promote the safe care of children. Typically, they include the use of observation and modelling techniques, practical parenting sessions, play sessions and feed and bathing techniques.

The centre accepts both planned and emergency admissions. Many emergency admissions are at the request of the local authority or the courts. Families indicated that their experience of the centre's admissions process was welcoming and positive and that staff are sensitive to their needs. The centre has a robust matching process. This ensures that decisions about new referrals do not impact negatively on families already in placement. Families' transition from the centre back to their communities is also managed sensitively and with care.

The centre's assessment process is tailored to meet the needs of both the family and the referring agency. Residents receive clear information regarding the centre's assessment processes and required supervision levels. Staff maintain good documentation of progress and issues arising from the assessments. Reviews of placements are regular. For example, staff complete a weekly summary of issues and record any instances that are a cause for concern. These are openly shared with residents and professionals.

Families accessing services at the centre are kept well informed of developments and are party to the decision-making process. Key-work sessions in particular give parents the opportunity to explore placement developments and express their opinion about placement progress and other issues.

Families share sound relationships with the staff team. This clearly enhances the working relationship between parents and staff and this helps to establish and achieve placement objectives. Feedback from parents about the staff group is overwhelmingly positive. One former resident stated on their feedback form, 'You have all been very special and offered me what I was lacking on my arrival at Ty Connection unit. Thanks to you all, I am now proud and confident to say that you have made me a great physical caring dad.'

The centre's promotion of equality and diversity is good. For example, staff encourage fathers to participate in programmes geared solely for men. Staff have a strong track record of working effectively with parents who present with complex issues such as learning disability, substance misuse and mental health support needs. Families have access to interpreting services if this is required and are encouraged to access community-based services that support religious and cultural activities. Families are treated with dignity and respect.

In conjunction with the assessment process, families benefit significantly from the staff team's advocacy and support in ensuring that families receive helpful practical support. For example, staff regularly assist parents with their housing and benefit applications to ensure that they receive the support that they are entitled to. Children benefit from daily transportation to and from nurseries that are located in their own communities. A child currently resident at the centre has achieved 100% attendance at her allocated nursery, despite there being a considerable distance between the centre and the nursery. Parents appreciate the provision of taxis to support the child's learning and development opportunities.

Staff support families to live healthy lifestyles while at the centre. For example, families have excellent access to key healthcare services such as midwives, health visitors and health clinics. Staff encourage parents to ensure that routine health check-ups occur; these include keeping immunisations up to date.

Families benefit greatly from the input of the service's psychotherapist. Families have access to private and confidential sessions with the psychotherapist, which offers them a private space to explore issues that are important to them. These sessions are confidential and so only any safeguarding concerns are shared with staff and others. This allows parents to discuss in a safe space issues and concerns that they may have relating to their assessment and beyond. Parents shared that they felt this opportunity is a strength of the service.

Families very much enjoy the opportunity to participate in leisure activities, sometimes together with other families. Local events, trips out and in-house events such as 'cinema night' provide much needed family recreational opportunities alongside the often intense nature of the assessment programme.

### **How well children and parents are helped and protected: good**

Staff protect children and their parents from abuse, neglect and harm. Families feel safe at the centre. The centre's child and adult protection policies and procedures are thorough and staff are very familiar with these. Staff complete regular safeguarding training and the protection of children remains the central focus of all staff's work.

Staff encourage families and other stakeholders to openly express their views of the service. Families, in particular, have very regular opportunities to provide feedback of their experiences to key staff. The staff team encourages families to lodge complaints if they are dissatisfied with any aspect of the service. The centre receives very few complaints. Of those received, all are promptly and appropriately resolved.

Assessment information is consistently focused on the welfare and protection of children and their parents' ability to care for them safely. Risk assessments address the specific needs of each family member. These highlight known and potential risks to children and others. The four-tiered assessment process comprehensively details the parenting skills of parents and areas of specific and basic care that are a cause for concern. Any identified risks are explicitly shared with parents and professionals.

Staff review risk assessments regularly to take into account any change in families' safe parenting abilities. Clear risk management strategies are in place, which helps to reduce risk levels. Very few critical instances occur at the centre. For example, there have been no allegations made against any member of staff and there have been no instances where staff were required to use physical intervention.

Managers' recruitment practices are robust and in line with safe recruitment practices. New staff undergo a vigorous vetting process and participate in a comprehensive induction programme. One new staff member said, 'I took part in a good induction. There was lengthy shadowing and log review. It really helped to prepare me.'

Staff are responsible for the safe keeping of medicines prescribed for families. Staff support parents to administer medication to themselves and their children. Medication records are generally appropriate. However, the service should consider recording a running tally of medication taken and the amount remaining to help with the monitoring of medication regimes to prevent errors.

The centre's physical environment is safe and secure. Staff's use of CCTV is appropriate and provides an additional level of scrutiny in the evaluation of parents' abilities to keep their children safe from harm. Families are aware from the outset of placements of the centre's use of CCTV and audio monitoring devices. There are no health and safety concerns for the building. However, managers must ensure that they can evidence the frequency of PAT testing of all centre appliances.

Families enjoy living in self-contained accommodation, which eliminates some of the difficulties associated with communal living for families undergoing assessment. The centre's self-contained flats are well maintained, furnished and equipped to meet the needs of families.

### **The effectiveness of leaders and managers: good**

Since the last inspection, there has been a change in the ownership of the centre. The registered manager is now also the responsible individual and has sole ownership of the new company. Leaders and managers have an ambitious vision and high expectations for what children and parents can achieve. Leaders ensure that the centre provides a high standard of care and that children are protected from harm and abuse. The centre's development plan ensures that the service continually strives for improvement. The service is financially viable.

The centre has good monitoring systems in place to ensure that services offered are of a high standard and meet the needs of families well. The registered manager is responsible for regular quality of care reviews. These provide insight into the functioning of the service and identify areas for improvement. An independent visitor conducts monthly quality assurance visits to the centre and then produces a monitoring report for the service. However, these reports are not consistently forwarded to Ofsted as required.

The registered manager is well qualified and experienced to conduct the centre's managerial duties. The staff group is well established. Most staff have worked at the centre for a number of years. The staff team works effectively and sensitively with families. This is greatly appreciated by families. A father told the inspector, 'The staff here are very helpful. They are the first professionals to help me, who understand my problems. They help me get a better routine for my baby and now I'm a better parent.'

Staff ratios are appropriate to meet the individual needs of each family member. Where staff identify high risks, additional support staff are promptly made available to ensure that children are kept safe.

Staff vigilance is strong and consistent. As a result, very few critical incidents occur at the centre. However, not all incidents are reported promptly to Ofsted as required. This was found to be the case for one recent incident. This is not in compliance with the regulations.

The staff training programme requires improvement. Some long serving staff have undertaken minimal training in the last 12 months. This does not ensure that their knowledge, skills and practice are guided by the most recent research and practice developments.

Managers and staff work in very close, effective partnerships with other professionals. This is particularly the case of local authority staff, the courts, guardians, health professionals, housing and community-based early year's services. A feedback form from a local authority social worker stated, 'In the short time working with you, I found that there was clear communication between us and staff were welcoming and friendly. Staff had a clear understanding of what the issues were for the family and were flexible in their approach.' This ensures that external agencies are appropriately informed of placement issues and progress, and that families receive the external support that they require.

The quality of parental assessments is very good. Assessments and final reports are analytical and clearly evidenced based, with well-triangulated information. Assessments demonstrate a clear understanding of families' case histories, any risks and a careful evaluation of parents' capacity to care for their children safely. Staff ensure that assessments are compliant with local authority and court instructions. Feedback from a local authority representative read, 'Judge (named) requested the LA [local authority] to inform us of the outstanding work achieved with this family and the wealth of evidence that supported the recommendations available to the court.'

The statement of purpose is a comprehensive document that outlines well the centre's aims and objectives, the ethos and philosophy of the centre and assessment methods of support, guidance and counselling. The residents' handbook is a

summary of the statement of purpose documents and includes clear details of the centre's complaints procedures and its surveillance methods.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and parents. Inspectors considered the quality of work and the differences made to the lives of children and parents. They watched how professional staff work with children and parents and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and parents. In addition, the inspectors have tried to understand what the residential family centre knows about how well it is performing, how well it is doing and what difference it is making for the children and parents whom it is trying to help, protect and look after.

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:** SC439783

**Registered provider:** Ty Connections Limited

**Registered provider address:** 98 Reading Road, Northolt, Middlesex UB5 4PJ

**Responsible individual:** Faith Munroe

**Registered manager:** Faith Munroe

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### **Inspector(s)**

Sandra Jacobs-Walls: social care inspector



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