

Granary Families Assessment Centre

60 Vaughan Road, Harrow HA1 4EE

Monitoring visit

Inspected under the social care common inspection framework

Information about this residential family centre

Granary Care Limited is a privately owned company. This residential family centre is registered to provide accommodation for up to seven families. The centre provides residential and community-based parenting assessments.

The centre registered with Ofsted in July 2016. The manager registered with Ofsted in December 2016.

During this visit, inspectors were aware that serious child protection allegations were being investigated by the appropriate authorities. While Ofsted does not have the power to investigate allegations of this kind, actions taken by the centre in response to the allegations were considered alongside other evidence available at the time of the visit to inform inspectors' judgements.

Inspection date: 9 February 2023

Date of previous inspection: 4 June 2021

This monitoring visit

This visit was carried out following Ofsted receiving complaints about safeguarding practice at the centre.

During the visit, some serious shortfalls were found in the monitoring of two families at the centre that undermined safeguarding practice. The monitoring arrangements for all families are not clearly set out. As a result, two placing authorities were led to believe that the families that they had placed at the centre were being continuously monitored 24 hours a day. This level of monitoring was not in place.

Despite indicating that an increase in monitoring for one family was agreed, following a serious incident, it became clear that the provider had not ensured that a written agreement and consent were in place to make clear what the arrangements would be. As a result, two families have not been provided with the level of monitoring expected by the placing authorities. This has undermined the local authorities' confidence that these families were appropriately placed at the centre, and has compromised children's safety and well-being.

The registered manager has access to closed-circuit television coverage off site, from her mobile phone. This practice requires review to ensure that families' rights are fully maintained, specifically that they are made aware of this practice and that their confidentiality is guaranteed.

The responsible individual has been unable to supervise the management of the home recently and is unable to continue in this role. The provider had identified the registered manager for this role despite previously being informed by Ofsted that the registered manager and responsible individual roles could not be held by the same person. The provider took action to address this at the monitoring visit.

Some areas of strong practice were identified at the visit. For example, parents spoke positively about the support they receive from staff. They describe staff as 'caring', 'supportive' and 'compassionate'. Parents are made to feel welcome. Additionally, staff provide placing authorities with comprehensive weekly progress reports.

A compliance notice has been issued under regulation 12 (arrangements for the protection of children). A further visit will be carried out to monitor the centre's compliance with this notice.

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>A person shall not carry on a residential family centre unless he is fit to do so.</p> <p>A person is not fit to carry on a residential family centre unless the person—</p> <p>is an organisation and—</p> <p>the organisation has given notice to the [Chief Inspector] of the name, address and position in the organisation of an individual (in these Regulations referred to as "the</p>	<p>2 April 2023</p>

<p>responsible individual”) who is a director, manager, secretary or other officer of the organisation and is responsible for supervising the management of the residential family centre; and</p> <p>that individual satisfies the requirements set out in paragraph (3). (Regulation 5 (1) (2)(c)(i)(ii))</p> <p>In particular, the registered person must ensure that they appoint a suitable responsible individual and inform Ofsted of who this person is.</p>	
<p>*The registered person shall prepare and implement a written child protection policy which—</p> <p>is intended to safeguard children accommodated in the residential family centre from abuse or neglect. (Regulation 12 (1)(a))</p> <p>In particular, the registered person must ensure that the arrangements for monitoring and surveillance are clear to placing authorities and families.</p> <p>The registered person must ensure that placing authorities agree to the monitoring and surveillance arrangements in place.</p> <p>The registered must ensure that the monitoring and surveillance arrangements are always followed to ensure that children are safeguarded effectively.</p>	<p>2 April 2023</p>

*This requirement is subject to a compliance notice.

Recommendation

- The registered person should ensure that there is a clear and effective policy on the use of surveillance in parenting assessments. The policy should set out how the techniques will be used to contribute to assessments, how families will be informed of their use for their particular circumstances, how legitimate privacy will be protected and how residents will be protected from potential abuse of such measures. This relates to managers’ use of remote surveillance systems. (‘Residential family centres: national minimum standards’, 10.1)

*Child
CCV.*

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the residential family centre since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Unique reference number: 1234324

Registered provider: Granary Care Limited

Registered provider address: 60 Vaughan Road, Harrow HA1 4EE

Responsible individual: Ralph Jean-Jacques

Registered manager: Paulette Jean-Jacques

Inspectors

Lisa Mulcahy, Social Care Inspector

Marina Tully, Social Care Inspector

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