

**Granary Mother & Baby
Inspection Report - Action Plan**

| Requirement | Action by 1 September 2019 |
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| <p>The registered person must 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))</p> | <p>No response to a resident complaint dated January 2018 was evidenced. Complaints Officer has audited existing complaints to ensure responses and outcomes are on file. Registered Manager is informed of all complaints as they are received and ensures correct procedure are followed. Reg 25 also checks complaints on a monthly basis.</p> |
| <p>The registered person shall ensure that the residential family centre is conducted so as to promote and make proper provision for the health and welfare of residents. (Regulation 10(1)(a)) In particular, to implement an adult protection policy that is specific to the centre and to review the effectiveness of regulation 25 monitoring reports.</p> | <p>Actioned. Existing Adult Safeguarding Policy relevant to Harrow SCB. Registered Manager has tailored policy to be specific to Granary. On file.</p> |
| <p>The registered person shall make arrangements, by training persons working at the residential family centre or by other measures, to prevent residents being harmed or suffering abuse or being placed at risk of harm or abuse. (Regulation 11(5)) This relates to staff's understanding of action to be taken in the event of an allegation of abuse against a senior member of staff.</p> | <p>Actioned. All staff informed of action to be taken in event of allegation. All staff issued again with Policy. Read and signed by staff.</p> |
| <p>The registered person shall ensure that— full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 2. (Regulation 16(3)(d)) This relates to updated</p> | <p>Actioned. Updated DBS of employee LA missing from file. Since updated and on file. Degree qualification of staff LL missing from file. Seen at interview but not added to file. Since added to file. Actioned. LA has updated DBS and copies of qualifications of LL added to file. Registered Manager reviewed all</p> |

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| <p>staff DBS checks and confirmation of staff's relevant qualifications.</p> | <p>other staff files to ensure all documentation contained therein. Dates diarised when updates required.</p> |
| <p>The registered person shall ensure that all persons employed by him— receive appropriate training, supervision and appraisal; and are enabled from time to time to obtain further qualifications appropriate to the work they perform. (Regulation 17(5)(a)(b))</p> | <p>Deputy Managers to ensure supervision and appraisals are consistent. External consultant has been appointed to conduct: Reg 25, audit files, policies and procedures, training, health & safety, oversee deputies and feedback to Register Manager to implement. Actioned. New Reg 25 appointed. Submitted to Ofsted monthly. Deputy issued with Daily Checklist of roles to undertake. Weekly management meeting with Registered Manager and Deputy Manager. Supervisions and Appraisals brought up to date by 1 September 2019. Registered Manager and Deputy undergone Supervision and Appraisal training Registered Manager has taken over role of conducting supervisions and appraisals. Policies and procedures up to date</p> |
| <p>The registered person shall— keep under review and where appropriate revise the statement of purpose and resident's guide; and notify the Commission within 28 days of any such revision. (Regulation 4(a)(b))</p> | <p>Statement of purpose included the name of a previous social worker. Since removed. Inspector asked that the Quick Resident's Guide to be abbreviated further. In hand. Registered Manager to inform Commission within 28 days once revised. Actioned. Social worker name removed Commission informed Residents Guide edited to be a shorter version Change of name from Granary Mother & Baby to Granary Families Assessment Centre.</p> |

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| Recommendations | Action |
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| <p>The manager regularly monitors, in line with the Residential Family Centre Regulations 2002, as amended, all records kept by the centre to ensure compliance with centre policies to identify any concerns about specific incidents and to identify patterns and trends. Immediate action is taken to address any issues raised by this monitoring. (NMS 19.1)</p> <p>There is a clear and effective policy on the use of surveillance in parenting assessments. The policy sets 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. (NMS 10.1) This relates to the provider including the use of metal detectors in the centre’s surveillance policy.</p> <p>Staff have access to support and advice (including from external specialists) to provide a comprehensive service for parents and their children and are provided with regular supervision by appropriately qualified and experienced staff. (NMS 17.4) This relates to ensuring that the social work lead</p> | <p>Actioned. All policies edited. Registered Manager monitors complaints and incidents to check for trends</p> <p>Actioned. New surveillance and monitoring policy produced describing techniques to be used to contribute to assessments. Use of metal detector has been excluded</p> <p>Actioned. In house social worker has monthly supervision with Registered Manager. Group clinical supervision provided six weekly to staff. Inspector informed social worker to be provided with individual clinical supervision. Actioned immediately. Social worker has clinical supervision 4 July 2019 and will four weekly going forward.</p> |

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receives clinical supervision that supports her social work practice.

The registered person has a written development plan, reviewed annually, for the future of the of the centre, either identifying any planned changes in the operation or resources of the service, or confirming the continuation of the centre"s current operation and resource. The views of parents and children at the centre at the time of the annual review are sought and taken into account. (NMS 13.1)

Staff understand the nature of records maintained and follow the centre"s policy for the keeping and retention of files, managing confidential information, and access to files (including files removed from the premises). There is a system in place to monitor the quality and adequacy of record keeping and take action when needed. (NMS 20.2) This relates to keeping risk assessments and placement plans up to date, obtaining parents" written consent as required and maintaining staff"s written accounts of incidents.

Actioned. Registered Manager has updated Development Plan (aka Business Plan) and will review annually. Registered Manager misunderstood inspector and didn't realise a development plan was a business plan.

Actioned. Deputy Manager debriefed on importance of keeping risk assessments and placement plans up to date and obtaining parents' written consent as required. Registered Manager audits files monthly and Reg 25 checks files on a regular basis. Registered Manager maintains 'all' staff's written accounts of incidents and ensure they are filed accordingly.