

Foundations Matlock

Progressive Care Limited

Inspected under the social care common inspection framework

Information about this residential family centre

This privately operated residential family centre is registered to accommodate up to nine families. The primary purpose of the centre is to complete evidence-based assessments of parenting capacity.

The registered manager post is vacant. A new manager has applied to register with Ofsted. Interim management arrangements are effective.

There were two families living at the centre at this inspection. They were both spoken to.

Inspection dates: 29 and 30 January 2025

Overall experiences and progress of children and parents, taking into account	good
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How well children and parents are helped and protected	good
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The effectiveness of leaders and managers	good
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The residential family centre provides effective services that meet the requirements for good.

Date of previous inspection: 12 July 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and parents: good

Families are made to feel welcome when they arrive at the centre. Pre-admission processes are well established and support staff to feel prepared to welcome new children and families. Communication with placing authorities is established quickly to prevent any delays to admissions or assessment planning.

The family centre is divided across two properties. The main home can accommodate up to seven families. A separate home is a short walk away and can accommodate up to two families. The staff team work across both settings when necessary. CCTV operates throughout the family centre and is operated with the consent of placing authorities and families in residence.

Families make progress and learn new skills whilst living at the centre. Staff work hard to quickly establish relationships with families who arrive here under difficult and traumatic circumstances. Staff listen to parents and recognise the emotional impact of living in an assessment centre. This helps form trusting relationships between families and the staff team. When parents make a complaint, these are dealt with effectively. Investigations are carried out without delay and outcomes to parents are given both verbally and in writing.

Parents are supported to attend education and therapy whilst living at the centre. Education opportunities are varied and focus on life skills in addition to core subjects. Parents who do not have English as their first language are supported to learn vital skills such as reading and writing. This enables parents to engage with local amenities for their children and to begin developing aspirations for their future.

Suitably qualified and experienced social workers carry out parenting assessments. Assessment plans are clear and communicated to parents. Regular feedback is given so parents know their strengths and areas of parenting concerns. Interim and final assessment reports are evidence based. Clear recommendations are made to inform decision making for children's future care planning. Quality assurance processes for parenting assessments are robust with both social work managers and the centre manager having oversight of reports.

The physical home environment is safe and secure. A programme of refurbishment is underway with some apartments already benefitting from new décor and furnishings. Shared spaces are furnished adequately and provide a welcome change of scenery for some families. A wide range of toys and planned activities enhances families' experiences whilst living at the centre. Staff support parents to learn about the local area and explore community services which is especially helpful to families who are placed a significant distance from home.

How well children and parents are helped and protected: good

The safety of children is the centre's priority. Staff supervision and the use of camera monitoring provides 24-hour oversight. When it is safe to do so, and agreed with the placing authorities, this intense level of supervision can be reduced. Staff take care to recognise the impact this intrusive model of care has on families. For parents who require a short break from their caring responsibilities, staff offer to care for their children providing welcome respite for self-care.

Risks associated with parental behaviours are identified and understood. Risk management strategies are clear and help staff understand what action to take in the event of any safeguarding incident. Communication with safeguarding partners is effective, ensuring placing authorities have concise and current information about their children placed in the family centre. One social worker said, 'they have communicated well with me, at times going above and beyond my expectations, I would not hesitate to place another family here'.

Parents receive help and support to manage their own emotions safely. Staff constantly promote positive behaviour by upholding consistent boundaries for behaviour in the centre. When incidents do occur, the safety of the children is paramount. Staff use de-escalation techniques wherever possible to support parents in difficult circumstances. On occasion when this has not been effective, staff have requested emergency support from the police to ensure everyone's safety.

Investigations into allegations are shared with the appropriate agencies and are handled fairly and quickly. Children and, where relevant, parents are supported and protected. Immediate action to increase safety or supervision is taken when necessary. Staff help parents understand why particular actions are taken. The centre has effective links with local authorities, designated officers and other safeguarding agencies. There is good communication about all safeguarding matters.

The effectiveness of leaders and managers: good

The registered manager left in November 2024. Senior leaders quickly identified a suitable replacement from within the organisation. The new manager arrived without delay and has been in post just two months at the time of this inspection. She has relevant experience and is working towards the required leadership qualification. Her application to register with Ofsted has been received.

The centre is properly staffed at the time of this inspection. Within the last three years, there have been periods of challenge for the workforce. When the centre operated near to capacity, staff often worked extra shifts and relied on managers contributing to shift patterns. On occasion this resulted in staff feeling overwhelmed and under pressure. Managers recognise this and know having the correct number of staff, and with the right experience, is crucial to the continued development of the centre.

The new manager is embedding her monitoring systems. She is keen to learn from practice and feedback from others. She understands the strengths of the workforce and where the areas of development are. Staff receive regular supervision with managers and an annual appraisal of their professional development. Staff report morale is good with colleagues being supportive of one another.

Staff undertake a corporate induction with their employer. This is followed by shadow shifts in the family centre. They spend time with more experienced colleagues learning their new role. Staff training is provided with most modules being studied online. Training for the use of physical restraint and paediatric first aid is delivered to staff in person. Service specific training is not yet consistently in place to upskill the workforce.

Managers make child centred decisions when considering new arrivals to the family centre. The needs and vulnerabilities of those already living here are carefully considered. The manager demonstrates appropriate levels of challenge when she feels placing authorities are not working in the child's best interests. When families are not settling in the centre, or assessments are not progressing positively, managers communicate such concerns without delay to the relevant professionals.

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

Recommendations

- The registered person should ensure the overall number, competence and deployment of staff, both as a staff group and on individual shifts, can fulfil the centre's statement of purpose and meet the individual needs of all the parents and children resident at the centre. (Residential family centres: NMS 15.1)
- The registered person should ensure any staff members left in charge of the centre have relevant experience of working with families and in residential care settings and have successfully completed their induction and probationary periods. (Residential family centres: (Residential family centres: NMS 15.2)
- The registered person should ensure there are good quality learning and development opportunities which staff and volunteers are supported to undertake. These may include induction, post qualifying and in-service training to enhance individual skills and to keep staff up to date with professional and legal developments. (Residential family centres: NMS 16.2)

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: 1276009

Registered provider: Progressive Care Limited

Registered provider address: 51 Attercliffe Common, Sheffield S9 2AE

Responsible individual: Mohammad Ali

Registered manager: Post vacant

Telephone number: 01629593503

Email address: info@progressivecare.co.uk

Inspector

Rachael Sprigg, Social Care Inspector

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