Commission for Social Care Inspection

Making Social Care Better for People

inspection report

FOSTERING SERVICE

Jay Fostering Limited

Unit 1 Edward House, Grange Business Park
Whetstone
Leicester
LE8 6EP

Lead Inspector
Sharon
Treadwell

Statutory Announced Inspection
Week of Monday 25th April 2005

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

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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 *Fostering Services.* 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

Name of service	Jay Fostering Limited
Address	Unit 1 Edward House Grange Business Park Whetstone Leicester LE8 6EP
Telephone number	0116 277 0066
Fax number	0116 277 0066
Email address	enquiries@jfostering.co.uk
Name of registered provider(s)/company (if applicable)	Mr Richard Berry
Name of registered manager (if applicable)	Mrs Dianne Stevenson
Type of registration	Independent Fostering Agency (IFA)
No. of places registered (if applicable)	NA
Category(ies) of registration, with number of places	NA

SERVICE INFORMATION

Conditions of registration:
None

Date of last inspection April 7th 2004

Brief Description of the Service:
Jay Fostering Limited is a private limited company with shares and operates as an Independent Fostering Agency. The shareholders have appointed three directors to run the company: Mr. Richard Berry is the Executive Director and designated Responsible Individual with resonsibility for company matters including finance; Mrs. Joy Berry is the Social Work Director and Ms. Lara Harwood is the Non-Executive Director.

The agency was inspected for the first time in March last year, having been first registered in December 2003.

The agency's Statement of Purpose clearly defines the nature of placement types provided as short term, long term (task centred or for permanency), bridging, respite, pre-adoption and parent and child.

The current Registered Manager was appointed in November 2004, Joy Berry (Social Work Director) having undertaken the manager role on a temporary basis since the departure of the previous manager in April 2004. The agency additionally employs two Supervising Social Workers and an Office Manager.

At the time of this inspection the agency employs fourteen sets of carers and has twenty one children in placement (15 long term, 6 short term).

SUMMARY

This is an overview of what the inspector found during the inspection.

This was a planned inspection carried out by two inspectors: Sharon Treadwell and Trisha Gibbs, with a pre-inspection visit being made to the agency on March 1st 2005.

The agency is commended on the high standard and comprehensive content of the paperwork submitted to the Commission for Social Care Inspection prior to the inspection, which has informed this report.

For the purposes of this inspection three carers and the children placed with them were tracked through the inspection of case files, home visits and discussions with relevant staff. One additional carer's file was tracked during this inspection (the carer has been approved by the agency for the provision of respite care for a sibling group placed with one of the carers tracked) and that carer was contacted by telephone but was not visited by the inspectors. Nine young people were in placement with the carers tracked and they have also been spoken to by the inspectors and their files examined.

The prioritisation within the inspection is on the outcomes for young people, whilst recognising that for young people in foster care, outcomes for carers will impact strongly on young people's experiences.

The inspection at the agency office commenced on Monday April 25th and was undertaken by two inspectors. Prior to this one of the inspectors attended a Foster Carer Training Session (Working with Teenagers) on April 19th and a meeting of the Jay Fostering Panel on April 22nd. In total this inspection covered 61 hours.

As part of the inspection process questionnaires were sent to various interested parties.

At the time of preparing this report, questionnaire responses had been received from 12 carers, 7 placing Social Workers and 11 young people, and the views contained in these have been reflected in the report. Additionally an anonymised summary of the responses to all questionnaires is attached to this report for the provider's information. No comments have been received from the parents of the young people tracked.

Letters were dispatched prior to this inspection to the Directors of the three local Social Services Departments and to both local Area Child Protection Committees. No comments have been received relating to this agency.

This was a positive inspection and no requirements have been identified. The agency has been recommended to take action in seven areas.

What the service does well:

Jay Fostering Limited is a small independent agency currently supporting only fourteen carers. During this inspection the staff were observed to work cohesively as a team and to have good knowledge of the strengths of individual carers and of the specific needs of children and young people currently in placement. This was noted by the inspectors to impact extremely positively on the matching process, which is undertaken with evidenced consideration of the needs of the proposed placement as well as the needs of other young people already in placement and the particular skills of the carer.

Carer support is to a very high standard with all carers receiving monthly visits, at a minimum, from their Supervising Social Worker. In their questionnaire responses and in discussions during this inspection carers spoke of the level of support offered as the most positive thing about this agency and many referred to it as being 'next to none' and 'available 24/7'. One carer spoke of the particular benefit of 'always being able to speak to someone I know'.

The agency was noted to be very 'child-centred' with the views of young people (both carers' own children and those in placement) being sought in relation to every carer's review. The written views of young people in placement are additionally recorded on the carers' weekly diary.

The agency has a high expectation of its carers in relation to training and provides good training opportunities, utilising staff skills as well as contracting the services of external trainers.

The agencies policies and procedures are comprehensive in their coverage and are extremely well referenced to the Fostering Regulations 2002 and to the National Minimum Standards as well as to other appropriate legislation. The agency has developed good pro-forma recording systems, for both staff and carers, which are fully reflective of its policy and procedural guidance and provide for continuity.

Two of the directors are actively involved in the day-to-day operation of the service and both they and the Registered Manager evidence strong systems of monitoring the agency's practice against identified and clearly stated aims and objectives.

Questionnaire responses received prior to this inspection from placing Social Workers would indicate a high level of satisfaction with current placements with Jay carers. Carers were described as 'warm and approachable', 'extremely child focussed', 'patient and realistic' and 'always put the child's needs foremost'.

What has improved since the last inspection?

At the time of the previous inspection Jay Fostering Service had been registered for only three months and had approved only five carers, all of whom had transferred from another fostering agency, which had ceased operation. All of these carers had transferred with young people already in placement. As a result of this, whilst the inspectors were able to conclude that policies and procedures were wholly appropriate, it was difficult to assess their practical implementation. During this inspection the agency has been able to evidence that its practice is fully reflective of its policy and procedural documentation.

The agency has a thorough assessment, training and approval system for new carers and subsequently supports its carers well in their performance of the fostering task (see above). Carers spoken to during this inspection and in their questionnaire responses largely detailed the support systems as the most positive element of agency provision.

No requirements were identified during the previous inspection and the agency has acted on both of the recommendations, which were made. Household 'safe care' policies are now in place in every carer's home and panel guidelines have been extended to fully cover the decision making process.

The Jay Fostering Panel was observed last year, on only its second sitting. The Panel Chair confirmed during this inspection that members had increased in confidence and that training and experience had developed their awareness of the significance of their role. This was confirmed during observation of the panel during this inspection.

The management of the agency was 'in flux' at the time of the previous inspection with the then Registered Manager working her notice at the time of the inspection. The agency underwent a period of temporary management by the Social Work Director, Joy Berry, and a new manager was appointed in November 2004 (has been subject to fit-person interview by the Commission for Social Care Inspection). Very positive comments were received from staff, carers and directors with regard to the new manager's expertise, enthusiasm, dedication and management abilities.

In respect of the appointment of Social Work staff the agency has taken on board advice given by the inspectors during the previous inspection regarding the interview process to ensure that appointments made fully meet the agency's needs.

What they could do better:

The agency has evidenced a good awareness, during this inspection of its own shortcomings.

Jay is a small agency and staff work closely with carers to provide a strong support network. The agency has been reminded during this inspection of the need to maintain professional boundaries in providing appropriate supervision and support to carers.

The agency has a number of carers approved for the provision of long term placements to sibling groups and these placements are now largely taken up by young people placed for permanency and will not be available for some years. Additionally Joy Berry, who has responsibility for referrals and matching has monitored referrals over a twelve month period and has identified that the agency does not currently have carers appropriately approved to meet the needs evidenced in the current requests for placement. The agency has additionally identified a shortfall of carers from a variety of racial, ethnic and cultural backgrounds. Appropriate recruitment is therefore a priority currently for this agency.

The agency additionally needs to consider how future panel membership might also be developed to reflect greater diversity since currently panel membership is totally white female.

A recommendation has been made that panel minutes should better clarify the issues resulting in the panel's ultimate recommendation to the Agency Decision Maker, particularly where there is disagreement regarding this.

The agency does not have clear guidance relating to the storage, administration and recording of medication or on the use of non-prescription medication resulting in variation in carer practice. The inspectors have recommended that such guidelines should be included in the Carers' Manual and that a pro-forma be developed for recording purposes.

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.

DETAILS OF INSPECTOR FINDINGS

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Being Healthy

The intended outcomes these Standards are:

- The fostering service promotes the health and development of children.(NMS 12)

The Commission considers Standard 12 the key standard to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for standard(s) 12.

The agency supports and encourages carers to appropriately ensure young people's continued good health and well being but needs to promote a greater awareness with regard to carer recording of medication administration.

EVIDENCE:

- The Foster Care Agreement requires all carers to obtain a recognised first aid qualification within the first year of approval and carer annual reviews were noted to confirm that this happened.
- Although carers do not currently retain a separate health record relating to each young person in placement as detailed under Standard 12.4, their monthly summaries contain a separate section relating to medical issues and the records inspected evidenced carers to be diligent in recording medical appointments and their outcomes.
- The agency's administrator completes an annual summary of medical interventions with each child and forwards this to their placing authority. Carers' monthly reports are also forwarded to placing authorities.
- Young people completing questionnaires prior to this inspection spoke of their carers encouraging them to stay healthy 'they always give me good, healthy food and advise me what not to eat'.
- The agency does not currently provide any written guidelines in the Carers' Handbook relating to the appropriate storage, administration and recording of medication and this results in varying practices. Carers are requested to record the administration of medication on their weekly diary sheets but the records examined during this inspection indicated to the inspectors that there was a lack of clarity in respect of whether this was only where medication was issued subsequent to a consultation or whether it applied to regular, ongoing medication and what the recording requirements were in respect of non-prescription medication. The agency has been recommended to clarify this for all carers.

Staying Safe

The intended outcomes these Standards are:

- Any persons carrying on or managing the service are suitable. (NMS 3)
- The fostering service provides suitable foster carers.(NMS 6)
- The service matches children to carers appropriately.(NMS 8)
- The fostering service protects each child or young person from abuse and neglect.(NMS 9)
- The people who work in or for the fostering service are suitable to work with children and young people.(NMS 15)
- Fostering panels are organised efficiently and effectively.(NMS 30)

The Commission considers Standards 3, 6, 8, 9, and 15 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for standard(s) 3, 6, 8, 9, 15, 30.

Children and young people are provided with safe, caring and comfortable homes by carers who are trained and well supported in their task.

EVIDENCE:

- The agency has acted on advice given during the previous inspection in respect of recruitment and interview formats for staff. All current staff are appropriately qualified and experienced and personnel records contain full information as detailed under Schedule 1 of the Fostering Services Regulations 2002.
- The agency utilises a comprehensive Health and Safety audit pro-forma, which is completed in respect of each carer's home at the point of approval and is updated at every annual review.
- Agency policy is that children placed with foster carers must not share a bedroom unless they are siblings. The agency has been reminded within this inspection that, where siblings are sharing a bedroom, a risk assessment must be in place.
- All of the carer's homes visited during this inspection were warm and comfortable, presented as extremely child focussed and provided a high standard of care to the young people in placement. One carer stated 'At Jay support is a priority and children remain central to everything. A very child and carer focussed agency'.

- The agency's Social Work Director (Joy Berry) has nominated responsibility for referrals and matching. A comprehensive matching form and matching checklist are completed prior to any placement being considered and Mrs. Berry detailed to inspectors that the two major considerations were the appropriateness of placement for the child being considered and the potential impact of the placement on children already in the home. The inspectors have recommended that details regarding Joy Berry's responsibilities be included in the agency's Statement of Purpose.
- The Foster Placement Agreement format is commended by the inspectors (the best format the inspectors have seen to date) for its comprehensive detail regarding agency, carer, child and placing authority responsibilities and for its appropriate addressing of the child's potential needs in areas of religion, culture, health, education and contact.
- All of the carers visited had a household 'safe care' policy in place, which related specifically to the young people in placement. The agency provides training to carers in relation to safe caring practice and ensures that all carers regularly update this training.
- Some concerns were raised by the inspectors during this inspection regarding one carer's inappropriate response to the behaviour of a young person in placement. The agency was noted to respond promptly to this situation and to correctly prioritise the needs and feelings of the young person.
- The Jay Fostering Panel is appropriately constituted -currently it is one member short and is in the process of recruiting - in accordance with the Fostering Regulations and is provided by the agency with clear operational guidelines. Currently panel membership is all white females and the agency is endeavouring to recruit to reflect greater diversity. The panel was observed during the previous inspection at only its second sitting and the inspector noted the development, since then, of confidence and awareness of the significance of the role of its members in ensuring the appointment and retention of appropriate carers. The Panel Chair has relevant qualifications and experience, which are utilised well in advising and guiding panel members and in discussions with the Agency Decision Maker regarding practice. Some issues have been identified around the recording of panel minutes and around the panel's potential use of deferment and two recommendations have been made.

Enjoying and Achieving

The intended outcomes these Standards are:

- The fostering service values diversity.(NMS 7)
- The fostering service promotes educational achievement.(NMS 13)
- When foster care is provided as a short-term break for a child, the arrangements recognise that the parents remain the main carers for the child.(NMS 31)

The Commission considers Standards 7, 13, and 31 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for standard(s) 7, 13.

Young people's cultural, religious and disability needs are well met by carers who are provided with good written guidelines by the agency. Young people confirmed that carers supported them to attend school and do their best and did lots of leisure activities with them.

EVIDENCE:

- The agency provides a resource library for its carers to access appropriate literature for their own use and for use with young people in the promotion of awareness of diversity and in work being undertaken to develop racial/cultural identity.
- Carers tracked during this inspection were able to evidence work of a high standard with a young person with severe physical disabilities and with young people on the development of racial awareness and cultural identity.
- Files examined during this inspection evidenced the pro-active involvement of carers in obtaining appropriate school placements for young people newly placed or prior to placement. In one instance the carer, with support from Jay Fostering, secured advocacy support (Children's Rights Officer) where a child's right to access education was being denied.
- A telephone discussion was held during this inspection with the Education Liaison Officer who provides services to the agency on contractual agreement basis. Linda Smith confirmed her appropriate experience and qualification and detailed her role as providing advice and support to both the agency and its carers in respect of accessing appropriate

educational provision. Linda explained that, to date, her services had not been required since approaches made to schools by carers had been positively responded to.

- One young person tracked during this inspection was without a school place following recent exclusion. This young person was receiving education at a Pupil Referral Unit whilst alternative mainstream provision was sought.
- One young person detailed in her questionnaire that her carers 'have given me the self esteem and confidence to face the world'.
- Jay Fostering does not provide a short-term break service as such. Respite provision is offered only to other Jay carers. During this inspection the inspectors examined the records of the daughter of one of the carers tracked in respect of her approval by the agency to provide respite care to a sibling group. The arrangement was judged by the inspectors to have helped these children to feel part of the family.

Making a Positive Contribution

The intended outcomes these Standards are:

- The fostering service promotes contact arrangements for the child or young person. (NMS 10)
- The fostering service promotes consultation.(NMS 11)

The Commission considers Standards 10 and 11 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for standard(s) 10, 11.

Agency staff and carers consult regularly with young people to confirm that their foster placement meets all their needs.

EVIDENCE:

- The Foster Placement Agreement includes a comprehensive section detailing the child's envisaged contact requirements and clarifying responsibility for arrangement and supervision of contact. The inspectors have noted however that currently no written risk assessment is completed where carers are facilitating contact in their homes or are supervising contact (as was the case with two of the carers tracked during this inspection) and the agency has been recommended to ensure that this occurs.
- Foster carers submit weekly and monthly records in relation to each child in placement and the young person is encouraged to add their written contribution to these reports. The records examined during this inspection evidenced extremely positive contributions by young people.
- Young people in placement are provided with a consultation document prior to each annual review of their carers and, where necessary, are assisted in the completion of this by the Supervising Social Worker. Carers' children are also encouraged to complete a similar document. During the observation of the fostering panel the panel members were noted to take note of the young people's comments and panel members commented on the value of these contributions in informing the decision making process.
- Discussions during this inspection with the Registered Manager evidenced a commitment to extending the scope for young people to

contribute positively to improving outcomes of placement with Jay Fostering. The agency already hosts social events (Christmas Party, school holiday activities) and the manager intends to introduce an Achievement Award Scheme whereby young people's achievements are recognised and rewarded on these occasions. The manager also intends to establish regular meetings of a Children's Group.

Achieving Economic Wellbeing

The intended outcomes these Standards are:

- The fostering service prepares young people for adulthood.(NMS 14)
- The fostering service pays carers an allowance and agreed expenses as specified.(NMS 29)

The Commission considers Standards 29 the key standard to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for standard(s) 29.

The agency ensures prompt payments are made to carers to ensure that those carers are able to appropriately meet young people's material, social and leisure requirements.

EVIDENCE:

- Jay foster cares are paid on a rising scale, which reflects competence and experience and payments are assessed as an integral element of the annual review process. Mr. Richard Berry (Director and Responsible Individual) is responsible for the processing of payments on a monthly payroll system ensuring prompt payments on a regular pay date. The Carers' Handbook gives full detail of the inclusions in the payment rate relating to provision for young people in placement such as clothing, pocket money, food and holidays and leisure activities.
- The agency is commended on the provision of an additional allowance, during school holidays, sufficient to facilitate the pursuance by each child in placement of one weekly sporting/leisure activity.
- Each carer has an entitlement to two weeks respite per year, which is claimable as payment should the carer opt not to take respite. This was noted by some of the carers, particularly those with young people placed for permanency to be a good system.
- The payment made to carers includes an allowance in respect of gifts for birthdays and Christmas but gifts are additionally made to young people by the agency. One of the young people spoken to during the inspection was critical of the age appropriateness of his Christmas gift and the agency may wish to consider whether vouchers may be more appropriate for some young people.

- The agency has comprehensive policy and procedural documentation, offers training and is currently enhancing strategies for preparing young people for adulthood and leaving care. These were not examined in any depth during this inspection due to the ages of the children in placement with the carers tracked.

Management

The intended outcomes these Standards are:

- There is a clear statement of the aims and objectives of the fostering service and the fostering service ensures that they meet those aims and objectives.(NMS 1)
- The fostering service is managed by those with the appropriate skills and experience. (NMS 2)
- The fostering service is monitored and controlled as specified. (NMS 4)
- The fostering service is managed effectively and efficiently.(NMS 5)
- Staff are organised and managed effectively.(NMS 16)
- The fostering service has an adequate number of sufficiently experienced and qualified staff.(NMS 17)
- The fostering service is a fair and competent employer.(NMS 18)
- There is a good quality training programme. (NMS 19)
- All staff are properly accountable and supported.(NMS 20)
- The fostering service has a clear strategy for working with and supporting carers.(NMS 21)
- Foster cares are provided with supervision and support.(NMS 22)
- Foster carers are appropriately trained.(NMS 23)
- Case records for children are comprehensive.(NMS 24)
- The administrative records are maintained as required.(NMS 25)
- The premises used as offices by the fostering service are suitable for the purpose.(NMS 26)
- The fostering service is financially viable. (NMS 27)
- The fostering service has robust financial processes. (NMS 28)
- Local Authority fostering services recognise the contribution made by family and friends as carers.(NMS 32)

The Commission considers Standards 17, 21, and 24 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for standard(s) 1, 2, 17, 19, 21, 22, 24.

The agency is managed and staffed by a team of qualified and experienced professionals who evidence a dedication to supervising and supporting carers to appropriately meet the needs of children and young people in placement.

EVIDENCE:

- The agency's Statement of Purpose provides full detail of its aims, objectives and working practices and a clear statement of the types of placements, which it is able to provide.
- The agency produces three children's guides, which are age defined and provide comprehensive detail to young people about being fostered with Jay, in attractive formats and appropriate language.
- A new Registered Manager has been appointed since the previous inspection. Extremely positive comments were received during this inspection from directors, staff and carers regarding her leadership, management and supportive attributes.
- During the inspection the inspectors noted evidence of a dedication on the part of both the manager and the directors to continuous monitoring and improvement of policies, procedures and practice with a commendable emphasis on outcomes for young people in placement.
- Questionnaire responses received prior to this inspection from placing Social Workers would indicate a high level of satisfaction with current placements with Jay carers. Carers were described as 'warm and approachable', 'extremely child focussed', 'patient and realistic' and 'always put the child's needs foremost'.
- The young people visited during this inspection spoke very positively about their current placements and their records evidenced that, in all cases, considerable progress had been made. One young person, who had been in placement a very short time spoke of 'the very best foster carer ever'. Another young person tracked, now secure in a long term placement, had in excess of twenty moves prior to this placement.
- The agency manager and directors spoke with the inspectors about the limitations of some of their current carers in terms of appropriately meeting the needs of many of the young people currently being referred, due largely to age and lifestyle. The agency is currently attempting to recruit additional carers more appropriate to the type of referral they are receiving.
- Social work staff and carer recruitment procedures are thorough and include all the required checks.
- All agency paperwork relating to carers contains clear detail regarding their approval status and all young people visited during this inspection were found by the inspectors to be appropriately matched to their carers. One carer's approval status was recorded as 'a sibling group of four'. Although such a group is currently placed with this carer, the agency has been advised that this is not a legal approval status and should either read 'a sibling group' or should indicate named children.
- Both staff members and carers confirmed that their own training and development needs were identified appropriately and that they were provided with good access to training opportunities. The inspectors examined the training records of the carers tracked during this inspection and found that training undertaken was fully appropriate to the needs of the young people currently in placement.

- Two instances of inappropriate carer practice were noted during this inspection, one having occurred prior to the inspection, which had been appropriately dealt with by the manager, the other occurring during the inspection (noted under 'Staying Safe'). The agency was reminded by the inspectors of the need to ensure that carers are officially notified where their practice contravenes agency policy and, where appropriate, referral is made to the panel to consider the continued appropriateness of their approval. In both of these instances the inspectors would note, to the agency's credit, that the outcomes for the young people in placement were prioritised.
- The Foster Care Agreement is a commendably comprehensive document, which fully details the carer's terms of approval and clarifies the agencies commitment to and expectations of the carer. There is good cross referencing within this document to other relevant legislation governing carers' practices and to the role and rights of the Commission for Social Care Inspection.
- The carer review format is extremely comprehensive and the inspector noted when attending the panel, that the two carer reviews presented on that occasion were completed to a very high standard evidencing, on the part of the Supervising Social Worker responsibe for their completion, an in depth knowledge of those carers.
- All records, both in the Jay office and in the carers' homes visited were appropriately retained and stored securely. All agency records are computerised with varying levels of password access and a comprehensive back up system and the agency has a detailed 'access to records' policy. Carer recording (weekly and monthly reports) is scanned onto the system as it arrives in the office and is then destroyed.
- Some difficulties were apparent on some of the children's files tracked in the agency obtaining full Looked After Children paperwork but the agency was able to evidence repeated requests for the missing paperwork to be supplied.
- One carer visited provided a placement for a sibling group and the inspectors noted that recording by the carer was not done individually in respect of these children and have recommended that this be commenced subsequent to this inspection.
- The agency has written information available to staff, carers and placing authorities detailing its capacity to undertake life story work with children placed for permanence. During this inspection discussions with one carer and examination of review records relating to a young person in placement evidenced some confusion regarding responsibility for undertaking this work resulting in an unreasonable delay in this work commencing. In this particular case the placing authority expectations were not wholly in line with what the agency detailed that it was able to offer, however the inspectors have recommended that the agency review its paperwork to ensure clarity regarding services included in the placement price in relation to life story work and those which may be purchased by placing authorities.

SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Fostering Services have been met and uses the following scale.

4 Standard Exceeded (Commendable) **3** Standard Met (No Shortfalls)
2 Standard Almost Met (Minor Shortfalls) **1** Standard Not Met (Major Shortfalls)

"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	
Standard No	***Score***
12	3

STAYING SAFE	
Standard No	***Score***
3	3
6	4
8	4
9	3
15	3
30	3

ENJOYING AND ACHIEVING	
Standard No	***Score***
7	3
13	3
31	N/A

MAKING A POSITIVE CONTRIBUTION	
Standard No	***Score***
10	3
11	3

ACHIEVING ECONOMIC WELLBEING	
Standard No	***Score***
14	N/A
29	4

MANAGEMENT	
Standard No	***Score***
1	3
2	4
4	N/A
5	N/A
16	N/A
17	3
18	N/A
19	4
20	N/A
21	3
22	3
23	N/A
24	3
25	N/A
26	N/A
27	N/A
28	N/A

No

Are there any outstanding requirements from the last inspection?

STATUTORY REQUIREMENTS

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, Fostering Services Regulations 2002 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action
1.	None			

RECOMMENDATIONS

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

No.	Refer to Standard	Good Practice Recommendations
1.	30	The agency is recommended to ensure panel clarity regarding the option to defer making a decision in respect of whether or not to recommend approval of a foster carer applicant.
2.	30	The agency is recommended to ensure that panel minutes fully clarify the decision making process particularly where there is dissention regarding the panel's recommendation to the Agency Decision Maker.
3.	10	The agency is recommended to ensure that a written risk assessment is completed by the placing social worker in relation to carers' facilitation or supervision of children's contact arrangements.
4.	12	The agency is recommended to include written guidelines in the Carers' Handbook regarding the storage, administration and recording of medication and the use of non-prescription medication. Alongside this the agency should develop a pro-forma for carers to record the administration of medication.
5.	1	The agency is recommended to include details in its Statement of Purpose regarding the role of Joy Berry

		(Social Work Director) in respect of referrals and matching.
6.	24	The agency is recommended to clarify the services provided in respect of life story work for young people in placement.
7.	24	The agency is recommended to ensure that, where children are placed in a sibling group, recording is undertaken by carers on an individual basis in respect of each of those children.

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