

Inspection report for children's home

Unique reference number	SC431799
Inspector	Stephen Collett
Type of inspection	Interim
Provision subtype	Children's home

Registered person	SWAAY Child and Adolescent Services Limited
Registered person address	132 The Street West Horsley LEATHERHEAD Surrey KT24 6DB
Responsible individual	Gerard Colin Berry
Registered manager	Stefanie Lambertz
Date of last inspection	07/05/2014

Inspection date	29/01/2015
Previous inspection	adequate
Enforcement action since last inspection	none

This inspection

This home was judged adequate at the last full inspection. At this interim inspection Ofsted judge that it has **sustained effectiveness**.

At the last inspection in May 2014 three requirements and five recommendations were made and all of these have been addressed to varying degrees.

Significant improvements have been achieved in the quality of risk assessments in place to keep young people safe and promote their welfare. Risk assessments reflect the organisation's policies and procedures and clearly define the strategies in place to mitigate against risk for individual young people. Identified risks are also referenced in young people's behaviour management plans, and this ensures young people benefit from consistency in the care and support they receive from staff.

A shortfall in the recording of complaints was identified at the last inspection and this issue was addressed. Since the last inspection there have been no further complaints. However, management have taken action to raise awareness among the staff team of the need to follow procedures if a young person expresses dissatisfaction with the care they are receiving.

Action has been taken to improve recruitment processes following the requirement made at the last inspection. However, it was identified at this inspection that additional checks are not always undertaken on new members of staff who have lived outside of the United Kingdom. Safe recruitment procedures are therefore not fully embedded in the organisations recruitment process.

Most of the recommendations made at the last inspection have been addressed. Young people are now provided with information about advocacy and how they can access a service. The system for recording incidents of young people going missing has been improved and will now give young people some choice in who undertakes return home interviews should they be necessary. Most staff have their annual appraisals completed on time and there is a system in place for obtaining

stakeholder feedback on the quality of services delivered.

The recommendation relating to young people's independence programmes has not been fully addressed and young people's independence plans in particular could be further developed. Independence plans set out the overall aim for a young person, but do not set specific goals. The actions staff will take to support young people to achieve their goals are poorly defined. Consequently, it is difficult to assess the progress young people are making towards independent living.

In other areas of their lives young people are making good progress. All young people attend school or college and some young people have made significant progress in managing their anxieties and anger effectively. A thorough and sensitive admission process ensures new young people settle quickly in the home and engage well in the daily routines.

Young people benefit from having positive relationships with staff and the individual support they receive through key-work sessions. Young people generally enjoy good peer relationships, and some older young people become good role models to younger residents. Staff quickly identify any negative interaction between young people, and take steps to ensure young people's safety and wellbeing. Young people receive individualised care based on multi-disciplinary assessment of need.

Young people spoken to during the inspection reported that they feel safe in the home and that bullying is not an issue. This can be partly attributed to the use of impact assessments, undertaken prior to new young people moving into the home, which consider the potential positive and negative impacts on current residents.

Since the last inspection the management team has been strengthened by the introduction of a deputy manager. Three new staff have commenced working in the home, although one of these transferred from another of the organisation's homes. There are also relatively new waking night staff at the home. This has meant that on some occasions, all the staff on duty overnight have not completed their probationary periods. Although this has been risk assessed, the arrangement contradicts the organisation's policy on staffing levels. The inexperience of staff on duty overnight on some occasions has the potential to impact negatively on the quality of care and safety of young people, although no issues have so far arisen.

While the quality of care has been sustained and some young people have made good progress, there are some aspects of practice that could be further developed and, as a result of this inspection, three recommendations are made to further improve the overall effectiveness of the home.

Information about this children's home

The service is a two-bedded children's home registered for boys with emotional and behavioural difficulties.

The home is owned and operated by a private organisation that specialises in the assessment and treatment of male adolescents who have experienced some form of abuse and have subsequently been involved in perpetrating abusive behaviour themselves.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/05/2014	Full	adequate
28/01/2014	Interim	satisfactory progress
02/10/2013	Full	adequate
16/01/2013	Interim	good progress

What does the children's home need to do to improve further?

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- ensure the children's home has a record of the recruitment and vetting checks; specifically, where new staff have lived outside the UK, undertake criminal record checks from their countries of residence. (NMS 16.3 f)
- ensure the home contributes effectively to each child's placement plan review; specifically, ensure independence plans clearly define specific goals and the support young people will receive to achieve these. (NMS 25.3)
- ensure staff members who are placed in charge of the home and other staff at particular times have substantial relevant experience and have successfully completed their induction and probationary periods. (NMS 17.5)

What inspection judgements mean

At the interim inspections we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

Information about this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.