

## Children's homes - interim inspection

<b>Inspection date</b>	<b>21/03/2016</b>
<b>Unique reference number</b>	<b>SC481040</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered person</b>	<b>SWAAY Child and Adolescent Services Limited</b>
<b>Registered person address</b>	<b>590 Wokingham Road, Earley, Reading RG6 7HN</b>

<b>Responsible individual</b>	<b>Gerard Berry</b>
<b>Registered manager</b>	Post vacant
<b>Inspector</b>	<b>Maire Atherton</b>

<b>Inspection date</b>	<b>21/03/2016</b>
<b>Previous inspection judgement</b>	<b>Requires improvement</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<p><b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b></p> <p>This home was judged <b>Requires improvement</b> at the full inspection. At this interim inspection Ofsted judge that it has improved effectiveness.</p> <p>Since the last inspection the person appointed by the company to manage the home has submitted an application to be registered as manager and this process is well underway. In this time she has created a settled environment and provided stability for young people, for those who have moved on, those who have moved in and those who have continued to live in the home. In this atmosphere young people have made good progress and recognise this for themselves.</p> <p>The acting manager has effectively improved the management of transitions for young people through good planning, communication and challenge to the placing authorities where this is necessary. Those leaving have moved home or to independent accommodation, with ongoing support tailored to each individual's needs and wishes. Young people appreciate the work the acting manager has done, with them and for them, in planning for the future, one described himself as 'having lots of options.' The acting manager has also carefully assessed and planned moves of young people into the home. They have expressed a desire to move here from other homes within the organisation to develop their independence skills alongside other young people who are working towards similar objectives. This is working well as one young person reflected, 'the house is really calm and settled, we're all over 16, get on and know each other well. It's chilled out and good fun.'</p> <p>The acting manager has responded positively to the six requirements and five recommendations made in the last report. There is a strong emphasis on safeguarding young people. Risk management is more robust. Risks for each young person are identified with strategies to reduce risk documented and implemented in practice. The acting manager can verbally outline the systems used to ensure ongoing risk management and risk reduction but detailed monitoring and evaluation is not well evidenced in the records maintained, neither is there specific cross referencing to monitoring by external agencies where this is applicable.</p> <p>Since the last inspection and in learning from significant events the organisation has had a thorough review and update of staff recruitment processes; for example</p>	

updating job descriptions and sourcing an emotional resilience questionnaire for applicants. Recruitment records demonstrate that the required checks are undertaken before staff start work in the home. The organisation's thorough approach to induction ensures that only staff suitable for the role are confirmed in post at the end of their probationary period.

Young people feel they have a voice in the home. One young person said, 'we get asked most days, throughout the day, what we want to do.' One also recalled having some input into the revised young people's guide, which is now due for a further update. The guide does not yet reflect the use of 'positive touch' to support young people. There have been no complaints since the last inspection. Young people know how to complain and are confident that any member of staff would take their concerns seriously, 'staff would either sort it out themselves or pass it on to a manager.' In the same vein young people report that the frequency and range of activities has improved. The holiday in October half term was a great success and young people are actively engaged in planning and saving for their summer holiday.

The organisation has contracted a company to undertake the monthly independent visits required by regulation. Reports by the previous visitor were insufficiently evaluative and did not provide the acting manager with sufficient information to drive and secure continuous improvement. A new visitor has commenced this role. The internal quality assurance by the acting manager and the organisation's in-house assessor provides a much stronger framework for development. The organisation promotes learning and is engaging with a wider range of relevant external professionals to provide training. They have also sought and applied the views of stakeholders as part of their learning from significant events, and continue to do so.

All young people are engaged in education in the local community. They receive support from the organisation's education staff. The level of support is informed by active risk assessments and individual needs. Education staff take the lead in communicating with college staff. Residential staff have very limited interaction with them and this has meant that on one occasion a parents' meeting was not attended. The head of care commented that the role of residential staff in education is under review, with plans for them to be more directly involved.

Record keeping has improved. There are sound systems for recording medication administered and risk assessments supporting young people who may self-administer. All young people have current placement plans and are involved in the regular updates.

The acting manager is building a staff team, including the recent appointment of a deputy, and is providing consistent leadership. She is taking great care to ensure that the staff team is well placed to meet the needs of the young people living here, for example a recent round of recruitment did not result in an appointment being made. Another recruitment drive is underway and in the meantime any

shortfall is addressed by staff working additional hours in the home. This consistency has provided a foundation for the happy and settled atmosphere. Young people practice independence skills while living as a group, for example they each cook a meal one evening a week for the group. This provides regular opportunities for sharing experiences while living independent lives. As a result of positive relationships staff have not had to apply sanctions or negative behaviour management measures.

## Information about this children's home

The service is a four bedded children's home registered for male adolescents with emotional and behavioural difficulties.

The home is one of a group of homes owned and operated by a private, specialist organisation working with adolescent males who have experienced significant adversity in their lives and have gone on to display harmful sexual behaviour towards others.

The organisation also provides education and therapeutic intervention.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/08/2015	Full	Requires Improvement

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

### Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*. The registered person(s) must comply with the given timescales.

Requirement	Due date
None	

### Recommendations

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

- Staff should continually and actively assess the risks to each child and the arrangements in place to protect them; in particular evidence the monitoring and evaluation of risk reduction strategies, including those by external agencies.

(The Guide to the Quality Standards, page 42, paragraph 9.5)

- Develop the role of residential staff in supporting young people's educational needs to ensure they have the knowledge and skills to understand each child's education and training targets and their next steps for learning.

(The Guide to the Quality Standards, page 28, paragraph 5.11)

- As part of reviewing and revising the Statement of Purpose (regulation 16(3)(a)), the registered person should review and update the children's guide as necessary, and make sure children are given an explanation of any changes; in particular include the use of 'positive touch' to support young people.

(The Guide to the Quality Standards, page 24, paragraph 4.23)

## **What the inspection judgements mean**

At the interim inspection 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**

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This 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 Children's Homes (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*.

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