

Children's homes – Interim inspection

Inspection date	28/03/2017
Unique reference number	SC431806
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	SWAAY Child and Adolescent Services Limited
Registered provider address	591 London Road, Sutton, Surrey SM3 9AG

Responsible individual	Gerard Berry
Registered manager	Sasha Austria
Inspector	David Kidner

Inspection date	28/03/2017
Previous inspection judgement	Outstanding
Enforcement action since last inspection	None
This inspection	
<p>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</p> <p>This home was judged outstanding at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness.</p> <p>The registered manager responds robustly when addressing safeguarding matters, and incidents that are of serious concern. She continues to maintain excellent links with placing authorities and the police in order to safeguard young people effectively. In addition, she ensures that excellent records are maintained to demonstrate a robust audit trail. A police officer said, 'They are genuinely excellent in engaging with the police, and there has been a good flow of information.' A social worker said, 'The communication from the home has been fantastic; they keep me up to date by phone and emails.'</p> <p>Following any significant events, the registered manager ensures that young people's placement plans and associated risk assessments are updated to reflect their needs. These comprehensive plans and assessments provide staff with specific and clear guidance on how to meet young people's care needs, and how the known risks are to be managed. All staff sign these documents, and these are shared with the appropriate agencies and professionals. Staff continue to manage levels of supervision for young people very well, and steps relating to young people's independence are regularly reviewed and documented, based on the known risks.</p> <p>Following a recent safeguarding matter, the registered manager has reflected upon her practice, and has identified where safeguarding processes can be further improved.</p> <p>Missing protocols are in place and shared with placing authorities and the police. If young people go missing, staff take appropriate action to safeguard them. Comprehensive records are kept of actions taken and return home interviews are completed. There is good oversight of episodes of going missing and professionals' meetings are used when these episodes are causing concern for young people's safety. Effective links are in place with the local safeguarding board, with a senior manager attending meetings at which young people who go missing are discussed.</p> <p>Young people said that they feel safe. One young person said, 'I feel safe because I know that I can talk to staff.' Another young person said, 'I feel safe because</p>	

staff let me know what is going on, and I know the rules and boundaries.’ Young people identify staff whom they can speak to if they have any worries or concerns. One young person said, ‘I feel I can talk to anyone.’ In addition, a parent said, ‘I feel he is safe, without a doubt, I have no concerns whatsoever.’

Prior to young people moving into the home, the registered manager ensures that a comprehensive impact risk assessment is completed. This ensures that the registered person only accepts placements for young people having fully considered the impact that the placement will have on the young people living in the home. A young person said, ‘My views are listened to when a young person comes to visit, I have a say whether he could join us, and I agreed.’

Three young people have left the home since the last inspection. One was a planned transition and the others were as a result of the placements breaking down. Leaders and managers review and evaluate a placement effectively prior to serving notice.

Transition planning is robust. A parent praised such arrangements and said, ‘It was a really good transition and made his move to the home a lot easier. We have been involved in the whole process and we have built up a professional bond with all the staff.’ A young person said, ‘I had day visits, weekend visits, overnight stays, and went on activities before I moved in; it made me feel comfortable.’

The registered manager ensures that complaints made by young people are taken seriously and are acted upon. Leaders and managers ensure that young people’s complaints are dealt with robustly, with a clear audit trail that demonstrates satisfactory outcomes.

Young people thoroughly enjoy living at the home. One young person said, ‘I really like it here and I feel listened to.’ Another young person said, ‘I feel really well looked after, and supported.’ When asked what could be better at the home, one young person said, ‘Nothing can be better, I like it the way it is.’ Young people said that they are aware of their placement plans and risk assessments. One young person said, ‘The therapeutic support I am receiving is good, it’s helping me.’

Young people speak highly of the activities that they access. One young person gave 10/10 for activities. One young person said, ‘I have a great variety of activities; I have been rock climbing and like playing football games.’ Another young person said, ‘Activities are really good; I play football, and play on my Xbox.’ Young people like the food, and one young person gave 10/10 for it. Young people said that they have recently had a cooking competition called ‘Come Dine with Me’. They spoke with great enthusiasm about this and said that ‘it was fun’.

Since the last inspection, the registered manager has undertaken a comprehensive assessment of the quality of care that is being provided and has identified areas for improvement, with identified timescales. In addition, she ensures that there is regular evaluation of the performance of the home by an independent visitor, and

responds effectively to recommendations made. The two recommendations that were made at the last inspection have been met.

At this inspection, the registered manager commented that the last six months had been a 'challenging time for young people and staff', and considers that a period of consolidation is required before there are any new admissions to the home. She reflects on her own practice and staff practice and ensures that where improvement in staff performance is required, this is addressed and detailed in their individual supervision records.

The vast majority of documents and records in the home are completed to a high standard. However, a small number do not always give a clear indication of the author of the document, and when the document was revised. The registered manager acknowledges this.

Information about this children's home

The home is registered to accommodate up to four young males with emotional and/or behavioural difficulties. The home is privately owned and is one of six run by the service provider. All children and young people have access to the organisation's specialist therapeutic service and its school.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/08/2016	Full	Outstanding
14/03/2016	Interim	Sustained effectiveness
13/10/2015	Full	Outstanding
16/03/2015	Interim	Improved effectiveness

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

Recommendations

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

- Ensure that all staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

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 that 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 whom 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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