

Children's homes – Interim inspection

Inspection date	29/03/2017
Unique reference number	SC431803
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	Johanna Meertens
Inspector	James Harmon

Inspection date	29/03/2017
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 four young people are extremely positive about their lives while living in the home and they are consistently appreciative of the support provided by staff. The young people are making exceptional progress. They develop good character by being tolerant of each other's differences and get along comfortably. The young people also enjoy positive relationships with staff and their peers, and others outside the home.</p> <p>A high standard of care is being provided to the young people, based on their individual needs. Care plans are of a high quality, with extensive systems for monitoring the progress of the young people in place. Young people develop age-appropriate skills and become ready to take on the challenges of living semi-independently. The forward-thinking transition plan for a young person follows a well-considered timetable consisting of several pre-arranged visits and discussions with staff; this ensures the success of the young person's move.</p> <p>The manager continues to provide exceptional leadership. The staff remain highly motivated while continuing to provide excellent care to the young people. A consistent and stable team remains in place. This includes an experienced residential worker, who has recently been promoted to a senior position, plus the addition of two experienced staff who are familiar to the young people from their work in another of the company's homes. Young people consequently benefit from receiving individualised and consistent care from the staff that have earned their trust.</p> <p>The majority of the young people maintain 100% attendance at the organisation's school and are performing well academically. One young person is successfully attending college and is scheduled to complete his courses shortly. A young person has been provided with the opportunity of work experience at a local community shop. The young person said that the staff have been spot-checking on him, which has offered reassurance when he had doubts.</p> <p>Excellent engagement with the therapy provided through the company has allowed young people to develop a high level of emotional resilience while demonstrating a real insight into their behaviours. The young people regularly attend weekly, individual and group therapy. Some young people have been able to disclose</p>	

historical information unknown to the local authority, due to this help given.

Staff remain extremely aware of the vulnerabilities of each young person and work alongside them to develop strategies which keep them safe. There are no physical interventions undertaken on the young people and no significant concerns that warranted action to be taken by the staff. The one incident of missing from care during this inspection period had a robust response from staff, resulting in the safe return of the young person involved.

Positive behaviour is acknowledged and rewarded and young people respond well to this approach. The accomplishments of the young people are celebrated, providing a feeling of achievement. Young people are provided with the opportunities for activities and holidays, which develop their social skills and engage them further with the wider community. These outings create valuable memories to the young people and are displayed in pictures throughout the home and memory books provided to the young people.

The young people are able to maintain their identity and rebuild relationships with their parents. Excellent communication with parents by staff ensures that no mixed messages are sent to the young people that could hinder their progress. Parents feel that they can contact staff, and that staff are always willing to talk and listen to their views. The manager was instrumental in assisting a young person having unsupervised contact with family by presenting a plan that was accepted by the local authority.

There are no requirements or recommendations arising from this inspection.

Information about this children's home

The service is a four-bedroomed children's home registered for single-gender occupancy and young people who have emotional and/or 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 towards others.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/10/2016	Full	Outstanding
03/03/2016	Interim	Improved effectiveness
21/10/2015	Full	Good
06/02/2015	Interim	Improved effectiveness

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 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'.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Raising concerns and making complaints about Ofsted', which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, work-based learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for children looked after and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2017