

SC481040

Registered provider: SWAAY Child and Adolescent Services Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The service is a four-bedded children's home which accommodates boys 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 abuse. The organisation also provides education and therapeutic intervention.

Inspection date: 18 January 2018

Judgement at last inspection: Requires improvement

Date of last inspection: 18 October 2017

Enforcement action since last inspection: None

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement at the last full inspection. At the interim inspection, Ofsted judges that it has improved effectiveness.

In October 2017, the manager was in the process of submitting an application to Ofsted to become registered. The application process has not yet been completed.

At the full inspection in October 2017, shortfalls were identified in relation to the protection of children and some aspects of leadership and management. Five requirements were made in order to address these shortfalls and improve the quality of care being provided. Overall, significant improvements have been made, although the standard of risk assessment and risk management remains variable.

There is now a greater emphasis on assessing the individual risks associated with young people's needs and behaviour. For example, a risk assessment was quickly undertaken

when it became apparent that a young person was vulnerable to self-harming behaviour. In another case, a risk assessment pertaining to aggressive behaviour ensured that staff had clear guidance and strategies to follow when managing challenging and unsafe situations.

However, in other cases there have been delays in completing individual risk assessments, even though the young person's vulnerabilities and unsafe behaviours have been clearly identified. In one case, a child sexual exploitation risk assessment has not been completed, despite the need for this assessment being established prior to the young person being admitted.

Leaders and managers have been effective in addressing other concerns relating to the protection of young people, which were identified in October 2017. Staff are now clear that they should follow the home's policy and not use their personal mobile telephones when on duty, and steps have been taken to ensure that the waking night members of staff are located in an area where they can perform their duties effectively.

There are detailed behaviour management plans for each young person. These specify the strategies that staff should follow in order to de-escalate confrontation and provide emotional support when needed. The head of care has reviewed the home's use of positive physical interventions and there remains an assumption that staff will not physically restrain young people. However, in recognition that physical intervention could become necessary, training is being provided to ensure that staff carry out this practice safely. The majority of staff have now received this training.

Practice in relation to the management of allegations made against staff has been strengthened. Since the last inspection, consultation with the designated officer has taken place whenever there has been a complaint or concern raised about a member of staff's practice. Advice and guidance provided by the designated officer has been acted on. A proactive approach has been taken to consulting the designated officer from other authorities when necessary. For example, comments of a serious nature made by one young person, in relation to a professional from another area, were reported in a timely manner.

A review of staffing arrangements was undertaken following the inspection in October 2017. This has resulted in a significant reduction in the time when only one member of staff is on duty. One young person has moved on, and this has had a stabilising effect on the other young people. Careful planning was undertaken prior to a new young person being admitted, including a detailed analysis of the compatibility of the newly admitted young person with those currently living at the home. As a result, there have been no adverse consequences.

Most of the systems for monitoring the quality of care being provided are now used more effectively. All significant or serious incidents have been reviewed by the manager and consideration has been given to how effectively staff managed the incident, and whether strategies for caring and supporting young people need amending. There have been some delays in completing a management monitoring 'checklist', but both the manager and head of care were able to explain how this issue will be resolved. Notifications concerning serious incidents are now being sent to Ofsted within the

required timeframe.

Some minor shortfalls were identified in relation to record-keeping. In one case, a record was not kept of all the discussions that took place with a young person concerning a complaint that he had made. In addition, no record was kept of the young person's view regarding the outcome of the complaint. However, there was no indication that the complaints process had not been fully implemented. In another case, a written record of a serious incident could not be provided to the inspector. Other documentation confirmed that the serious incident had been addressed effectively.

Areas of strong and effective practice were also identified. Young people's meetings are an effective forum for addressing conflict or disagreements that emerge between young people. Restorative techniques are used to promote positive peer relationships. The needs of young people are kept under constant review, and managers and staff consistently look for new and creative approaches to meeting these needs.

The improvements made since the inspection in October 2017 have resulted in young people becoming better protected and enjoying a more positive experience. The home provides a calm, settled environment and all young people are making gradual progress across all aspects of their lives.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/10/2017	Full	Requires improvement
30/03/2017	Interim	Improved effectiveness
11/08/2016	Full	Requires improvement

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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 within the given timescales.

Requirement	Due date
<p>12: The protection of children standard</p> <p>In order to meet the protection of children standard, the registered person must ensure:</p> <p>(2)(a)(i) that staff—</p> <p>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make</p>	12/03/2018

arrangements to reduce the risk of any harm to the child.	
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Recommendations

- Staff should be familiar with the home's policies on record-keeping and understand the importance of careful, objective, and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

Specifically, ensure that a record is kept of all meetings with children in response to a complaint, and that a record is made of the child's view on the outcome of the complaint. Ensure that a record is kept of all serious incidents that occur in the home.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: SC481040

Provision sub-type: 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: Post vacant

Inspector

Stephen Collett, social care inspector

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