

# SC431807

**SWAAY Child and Adolescent Services Limited**

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

The home provides accommodation and specialist care for up to four adolescent males with histories of trauma, disrupted attachments and harmful sexual behaviour. The organisation has its own separately registered school and therapeutic team.

The manager has been registered with Ofsted since July 2018.

**Inspection date:** 30 March 2021

## **This monitoring visit**

A monitoring visit took place on 1 March 2021. A compliance notice relating to regulation 12, the protection of children standard, was issued with a date for compliance of 28 March 2021. Four additional requirements were also made.

The purpose of this visit was to monitor the compliance notice and the progress in meeting the additional four requirements.

The provider was required to review risk management practice. In particular, to undertake a review of the bedroom space for any child presenting with self-harm behaviours. Senior leaders ensured that some changes were made to the environment to safeguard children with high-risk behaviours. They implemented risk assessments designed to keep a child safe while future plans were finalised. The provider has taken the decision to temporarily close the home and reconfigure the bedroom spaces. This step in the compliance notice is met.

The provider was required to ensure that staff understand their individual roles and responsibilities in relation to protecting children. Senior leaders have redefined what is meant by supervision of children, including children's online activity. They have amended the statement of purpose. They have introduced a new system for recording children's online activity and to track any items that staff confiscate. Senior leaders have provided training to staff and clarified the policy. This step in the compliance notice is met.

The provider was required to ensure that staff take effective action whenever there is a serious concern about a child's welfare. In particular, to complete the investigations into the incidents when a child ordered items to be delivered to the home. The registered manager has completed the investigation and found some of the shortfalls. The head of care has analysed the investigation. This analysis is of high quality and demonstrates that she has identified further areas for improvement. This step in the compliance notice is met.

The provider was required to ensure that the home's day-to-day care is arranged and delivered to keep each child safe. In particular, to review staffing ratios in line with children's risk assessments. The provider has reviewed the staffing ratios and concluded that they are correct. They attribute the shortfalls to staff training and practice. Currently, senior leaders have closed the home. They have redeployed the staff into several other homes within the same organisation. This step in the compliance notice is met.

The provider was required to ensure that the premises used for the purposes of the home are designed, furnished and maintained to protect each child from avoidable hazards. Senior leaders have temporarily closed the home. They have plans for a major refurbishment with the aim of improving the environment. This step in the compliance notice is met, pending confirmation that the necessary works have been completed.

The arrangements to move children into the organisation's other homes were poor. For example, staff did not ensure that all children's belongings moved with children to their new home. Items left behind included clothing, footwear, personal care items, toys and DVDs. The explanation given to children for the move was unclear.

The registered manager's engagement with other professionals has been poor. The decision to move children into other homes within the same organisation was not taken in consultation with the Independent Reviewing Officer (IRO). One IRO stated that she had not been advised of the enforcement action and was concerned why this information would not be shared. Another IRO expressed concern that she had not been told that a child wished to speak with her.

The registered manager has not pursued other professionals, such as the police, for an update or an outcome of an investigation for a considerable period. She has not considered the impact on children's emotional and mental well-being because of the lengthy delays. There is a risk that children are distressed due to this lack of engagement and their voice is not heard.

The registered manager's monitoring is poor. In addition to failing to adequately monitor essential records, she was unable to provide an explanation for missing equipment or wooden structures on a roof. One child's bedroom still has mould on the skirting board despite the registered manager's assurance to Ofsted and the independent visitor that the cleaning is now being managed effectively. The

registered manager failed to assess the risk when a written record did not demonstrate that staff had followed the control measures that were detailed in the risk assessment.

Staff keep children's confidential information stored on a central database. Other staff within the same organisation but who have no direct contact with the children in this home have access to this information. Senior leaders have not considered the implications of this and if there are any data protection issues to be addressed.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/05/2019	Full	Good
19/12/2018	Interim	Improved effectiveness
06/06/2018	Full	Requires improvement to be good
26/03/2018	Interim	Declined in effectiveness

## 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>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home has sufficient staff to provide care for each child;</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(d)(h))</p>	30 June 2021
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home; and</p> <p>have a positive experience of arriving at or moving on from the home. (Regulation 14 (1)(a)(b))</p>	30 June 2021
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p>	30 June 2021

that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(d))	
<p>In meeting the quality standards, the registered person must, and must ensure that staff—</p> <p>seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans;</p> <p>seek to secure the input and services required to meet each child's needs. (Regulation 5 (a)(b))</p>	30 June 2021

## Recommendations

- The registered person should ensure that where records are kept electronically (regulation 38), the information can only be viewed by those with a legitimate need to view it. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 14.2)

## Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

## Children's home details

**Unique reference number:** SC431807

**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:** Stefanie Lambertz

## Inspectors

Keith Riley, Social Care Inspector  
Paul Thomas, Social Care Inspector

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