

# SC431804

Registered provider: SWAAY Child and Adolescent Services Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This children's home provides residential care for up to four children and young people. It is operated by a private company which has other similar homes in the area. The company specialises in providing care and therapeutic intervention for young people (males) who have a history of sexually harmful behaviours.

The manager has been registered with Ofsted since November 2018. The temporary manager has been registered with Ofsted since May 2021.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 11 March 2020 to carry out a full inspection. The report is published on the Ofsted website.

### Inspection dates: 11 to 12 May 2021

<b>Overall experiences and progress of children and young people, taking into account</b>	<b>outstanding</b>
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

**Date of last inspection:** 11 March 2020

**Overall judgement at last inspection:** Good

**Enforcement action since last inspection:** None

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/03/2020	Full	Good
12/02/2019	Full	Good
19/09/2017	Full	Good
25/08/2016	Full	Good

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

The staff create a genuinely warm and convivial atmosphere that welcomes young people and helps them to feel loved. The staff strive to create a sense of family and community, where young people's needs are of paramount importance.

The young people living in this home say they are happy and well-cared-for by the staff. The staff provide them with clear boundaries that enable them to feel protected and nurtured. The staff encourage the young people to look after their home, and set chores aligned with individual targets. For example, young people take it in weekly turns to clean the shared bathrooms and communal areas. This helps them respect and care for their home and the others who live there.

The staff encourage and value the views and opinions of the young people. Young people attend weekly home meetings, chaired by the responsible individual. The staff encourage them to bring agenda items and to share their ideas, thoughts, and feelings. Additionally, the staff place great emphasis on regular one-to-one meetings with the young people. These allow exploration of more sensitive matters privately, and at a time suited to each young person's needs. Young people spoke fondly of the care and support they receive from the staff and the managers.

The young people enjoy a wide range of activities and attend clubs individually. For example, one young person attends a martial arts centre weekly, and the staff are supporting others to pursue their passion for drama and fitness. Since the COVID-19 restrictions have been lifted, all the young people are invited to a Friday night football event. The young people shared with inspectors how staff really get involved. For example, young people recently took the deputy manager shopping to help her pick out her first pair of football boots. This approach by staff has benefited young people greatly and has continued to help build and promote trusting and secure relationships.

The young people's attendance, academic progress and achievements in education are exceptional. All the young people are making steady progress with their learning and some young people are exceeding educational expectations. The staff team provide clear and consistent messages about the importance of school. They help the young people with homework and their additional studies. For example, one member of staff is fluent Spanish and is helping the young people with their pronunciation of Spanish words in preparation for their GCSE's. This approach mirrors that of a committed parent and demonstrates the encompassing approach the staff have towards the young people and their education.

Leaders and managers are quick to respond to any complaints made by young people. The staff actively encourage young people to air their views and frustrations, and where necessary, support them in making a complaint. Managers appropriately

address any staff practice issues that arise, and support mediation to ensure the young person feels listened to and understands any subsequent actions taken. As a result, young people say they feel listened to and part of the home's continual development.

The home places great emphasis on young people making memories that they can cherish and keep forever. The staff are tremendously creative, and they excelled during lockdown restrictions. For example, they formally invited young people to a New Year's Eve party where they gave lessons in making mocktails, and young people could win tokens to use towards surprises and gift bags. The staff decorated the home in a retro theme, and young people and staff all wore fancy dress. Another example was at Easter time, when staff brought the young people personalised eggs, and organised an egg hunt in the back garden. For some young people, this was their first experience of an Easter egg hunt and staff spoke fondly about the young people's excitement. These examples demonstrate the commitment the staff have in ensuring the young people have positive and meaningful experiences.

### **How well children and young people are helped and protected: outstanding**

The staff support the young people to feel safe and secure. They help them to develop strategies to manage social interactions. This allows young people to have normalising experiences with their peers and within society, in a safe and risk-managed way. Subsequently, the young people can enjoy opportunities to build their confidence.

Young people have detailed and clear risk assessments. These give the staff guidance and support to understand the complex and challenging needs of the young people. The staff have access to structured and developmental supervision that promotes reflection and learning. Such processes give space and time to support staff to consider the impact of the young people's behaviour and develop strategies to reduce the risks of repeated incidents.

The staff promote safe online activity. They identify the risks and have comprehensive safeguards in place that allow young people to access the internet safely. This allows young people to use online tools to support their education as well as have fun.

Leaders and managers work alongside other professionals to agree safe protocols in managing risks when young people are in the community. The staff manage missing from home incidents effectively and with appropriate priority. The young people have positive experiences of everyone working together to give them the best opportunity to be safe and to learn. This allows young people to begin to self-regulate and develop safe boundaries.

The staff have an excellent knowledge and understanding of the young people's vulnerabilities. Highly detailed risk assessments, combined with staff vigilance and

awareness, help to keep young people safe. Clear plans are in place that guide the staff to help minimise risk. Carefully assessed staffing levels ensure that young people receive appropriate support and supervision while being free to move safely in their home.

### **The effectiveness of leaders and managers: outstanding**

Leaders and managers have ensured continuity for young people and the staff team by appointing a temporary manager to cover the registered manager's planned absence. There are plans in place for the permanent manager's return in September 2021. The temporary manager was successfully registered in May 2021, is a registered manager within the same organisation, and is currently managing two children's homes for this provider.

The temporary manager is highly experienced, dynamic, and forward thinking. This, paired with the ambitious and organised deputy manager, means that the home is managed to the highest of standards and records are meticulous and well documented. The strength of leadership inspires a culture where the staff are focused and committed to the young people. Staff work together to deliver an exceptional level of care and provide a vital link in the chain to continually drive the service forward.

Good-quality training is positively reported on by staff, who say that it helps them to meet the range of needs of the young people. The staff feel valued by managers and describe them as 'going over and above' to support their personal and professional development. The routine and systematic application of staff supervision and the appraisal process means that staff are supported to continually develop and hone their skills. This approach endorses and encourages a learning culture.

The staff benefit from individually tailored induction and development processes that allow them to settle into their new roles confidently. Existing team members provide an added layer of guidance and support to new colleagues and colleagues in new roles. Consequently, this inclusive and welcoming environment results in excellent staff retention. The young people benefit greatly from the stability and permanence that this brings.

The staff can provide detailed descriptions of the young people's needs and how these are met. Managers play to staff strengths when planning events and duty rosters. Consequently, the young people are looked after by staff whom they feel safe and comfortable with. Excellent communication and clear handovers result in the young people experiencing well-planned, high-quality care.

## Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, 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:** SC431804

**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 managers:**

Sarah Tongue

Sasha Austria-Stevens

## Inspectors:

Kelly Monniot, Social Care Inspector

Rebecca Fisher, Social Care Inspector

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