

SC431803

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 home is registered to provide care for up to four children. The provider states in their statement of purpose that they provide care for children 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 emotional trauma.

The manager has been registered with Ofsted since June 2018.

Due to COVID-19, 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 27 January 2021 to carry out a monitoring visit. The report is published on our website.

Inspection dates: 29 and 30 September 2021

Overall experiences and progress of children and young people, taking into account	outstanding
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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: 18 February 2020

Overall judgement at last inspection: Outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/02/2020	Full	Outstanding
16/10/2018	Full	Good
16/01/2018	Full	Good
29/03/2017	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The young people thrive because of their warm and nurturing relationships with the staff. The staff are demonstrably caring towards each young person and have created a culture of an extended family within the home. Professionals are consistently positive about their working relationships with the staff and comment on the significant progress the young people have made while living in the home.

The staff treat the young people with the utmost dignity and respect, and their support of the young people's developing identities is exceptional. The acceptance and celebration of each young person as an individual, is fundamental to the progress that they make. The young people understand how important they are to the staff and managers, and they flourish in this knowledge.

The staff encourage the young people to like themselves and to take the time to understand what is meaningful to them. The staff help the young people to explore their feelings, interests, and support them in achieving their future ambitions and goals. One young person has recently passed their motorbike driving test and has brought their first bike. The same young person has also joined a motorbike club and enjoys socialising with friends who share this common interest. This helps the young people to build on their self-esteem and creates a sense of belonging.

The young people enjoy following their individual interests. For example, using games consoles, playing football, caring for animals and songwriting. Additionally, they increase their unsupervised free time as well as independent travel in their local communities. Staff support them to do this at a rate with which they can cope and in line with risk assessments and their care plans. Young people also develop their independence skills by being actively involved in the day-to-day running of the home. For example, doing their own laundry, undertaking household chores and cooking for the whole group at least once a week. This enables them to develop self-reliance as well as making them active participants in the small community in which they live.

The young people's views are encouraged, enjoyed and valued. They have a meaningful influence in the running of the home and the daily routines. Importantly, they have a key role in the recruitment process and share their views and opinions on prospective members of staff to help inform any recruitment decisions. They are also able to influence their choice of holidays as well as outings, menus and activities. The young people regard this as their home.

The young people have their healthcare needs met to an excellent standard. Members of staff facilitate and support the young people to attend medical appointments, including appointments of a sensitive nature. The emotional and psychological support given to the young people is of a particularly high standard

and this helps the young people to reflect on their behaviours and experiences. This, in turn, helps them to develop more positive coping strategies, improving their longer-term life chances and opportunities.

The arrangements for the young people to see their families and friends are made very clear to both the young people and members of staff caring for them. The staff are conscious on how the young people feel when they do not see their families. To help with this, they encourage the young people to choose an activity or outing with a member of staff, so they don't feel left out. This approach helps the young people to feel loved and included in the routine of regular family outings. A parent spoke very highly of the support their family receives from the registered manager and staff. They said, 'The staff are absolutely brilliant and always go above and beyond for my child and the other young people living in the home.'

All the young people attend full-time education and are making good or excellent progress. For young people who attend local colleges, the organisation provides a vital link worker. The young people receive discrete and sensitive support from their individual link workers while in college, and additional support in the home with homework when needed. Young people's life chances and choices are enhanced because this unique support ensures that they will have no barriers to accessing suitable further education

The staff encourage the young people to actively take part in their care arrangements. Young people attend their statutory reviews regularly and share their thoughts and feelings on the care they receive. Naturally this involvement helps the young people take responsibility in securing their next steps and to share their ideas in how they can achieve this. One young person has been actively involved in sharing their views on continuing to live in the homes with external and legal professionals. The support the young person received from the staff during this process has been instrumental in making sure that the young people's views were heard.

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

Through exceptional support and consistent care, the young people have developed trusting relationships with the staff who care about them. These relationships help to keep the young people safe. This is because they can communicate their worries and fears to staff who respond appropriately and with their best interests at heart.

The young people make impressive progress in managing their behaviours and anxieties. Most young people move into the home with severe histories of trauma and can struggle to understand their emotions and feelings. Consistent staff practice, which is underpinned by guidance from therapists and psychologists, helps the young people to manage their turmoil and to develop better coping skills and strategies. As a result, the young people develop stronger resilience and tolerance and improve their ability to overcome emotional challenges.

The young people's positive behaviour, and their ability to change difficult behaviours, is recognised and rewarded. The staff provide clear boundaries and regular feedback to the young people, this support helps them to know how they are doing. There are well-structured meetings, key work sessions and therapy sessions with clinicians. Young people make good use of these sessions and learn to make safer choices.

The young people contribute to their own emotional response plans; they know the strategies which staff use to support their behaviour and understand why these strategies are needed. This inclusive approach helps young people to think about their own behaviour and to begin to change this.

The staff understand and effectively manage the safeguarding issues relating to young people's behaviours. The staff work closely with the young people and help them to understand the actions which have put themselves and others at risk, how their past affects them and how to implement strategies to help them to manage future difficult behaviours and feelings.

The staff support the young people to take calculated risks. For example, they take part in childhood activities, such as riding bicycles and paddle boarding, in a safe manner. Often it is the first time that the young people have been able to take part in these activities, and they learn to enjoy them safely. This approach helps the young people to develop self-awareness and confidence. In turn, they develop social skills and an ability to assess risk themselves.

The staff team has developed very comprehensive Missing from Care risk assessments that include clear protocols for staff to follow and respond to such an incident. The staff follow these procedures methodically and actively encourage the young people to return to the home at every opportunity. The home has fantastic links with the local police community support officers. This is due to managers persistently working with outside agencies to protect the young people and their vulnerabilities when in the community.

Meticulous attention to matters of health and safety promotes the young people's welfare and provides a safe environment for everyone. The staff and designated young person undertake fire alarm checks and drills regularly, and equipment is regularly maintained. The designated young person proudly explained in detail the procedures to be followed in case of a fire or an emergency, including a visual demonstration for inspectors.

The effectiveness of leaders and managers: outstanding

The excellent role modelling shown by the registered manager embeds a culture of high expectation and aspirations for the young people and the staff. As a result, high standards are achieved, and the young people benefit immensely from living in a well-organised home which is strongly led.

The registered manager works closely and effectively with external professionals and agencies. Feedback from these sources has been overwhelmingly positive. When necessary, she challenges decisions made by placing authorities and advocates strongly on behalf of young people to promote better outcomes for them.

Each young person's progress, and their response to the opportunities they have to address their past behaviours, is carefully and closely monitored by the registered manager. This means that interventions and strategies are adapted and changed responsively. The registered manager's oversight of the young people's plans is extensive, and it gives an additional layer of scrutiny. This means that the records and plans for young people are comprehensive and of a high quality, helping to ensure that staff follow clear and up-to-date information. As a result, the staff support the young people with a consistent approach.

The registered manager is acutely aware of the home's strengths and weaknesses and constantly strives for excellent outcomes for the young people, while recognising that maintaining an outstanding service is a continuous task. She is constantly evaluating the home and seeking new ways in which to enrich the young people's lives and improve staff skills and development.

Senior leaders have identified the need to purchase a new home for the young people to live in. The home feels homely and welcoming. However, over time it has become tired and worn. This does not detract from the outstanding quality of care the young people receive. The communal areas feel cramped, and the back garden is small, with little space for the young people to explore and feel the benefits of being outside. This move forms part of the registered manager's development plans, and the young people are actively involved in searching for the perfect home for them all.

There were no requirements or recommendations made at this inspection.

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: SC431803

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: Helen Wells

Inspectors:

Kelly Monniot, Social Care Inspector

Clare Nixon, Social Care Inspector

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