

SC431807

Registered provider: SWAAY Child & Adolescent Services Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

In accordance with the home's statement of purpose, the home provides accommodation and specialist care for up to four male children with histories of trauma, disrupted attachments and harmful sexual behaviour. The organisation has its own separately registered school and therapeutic team. The school was not inspected as part of this inspection.

The manager has been registered with Ofsted since February 2022.

Inspection date: 16 August 2022

This monitoring visit

This children's home was judged inadequate at the full inspection on 28 June 2022.

This monitoring visit took place to monitor the provider's and registered manager's response to the compliance notices served to them on 12 July 2022 in relation to Regulation 13 (1)(b) (2)(h) and Regulation 12 (1) (2)(a)(v)(vi). The responsible individual and the provider's quality manager were present throughout this monitoring visit, as well as the deputy manager. Ofsted was unable to review the registered manager's direct response to the two compliance notices served to her, as she was not present during the monitoring visit due to illness.

Due to matters that are being investigated by the provider, the notices were not received until 4 August 2022. Both sets of notices had been delivered and signed for at the home and the company registered address. The provider has taken steps to minimise the risk of mail being signed for and not immediately actioned in the future. The provider had not received the report following the full inspection of 28-29 July 2022 at the time of the monitoring visit. As a result, the progress against the requirements and recommendations made at this inspection have not been reviewed.

A review of staff, including the manager's understanding of their roles and responsibilities in terms of safeguarding has taken place. Where shortfalls have been identified, additional training has been provided. This has been further tested during staff supervision sessions. The provider has assured themselves that staff are clear about the expectations placed on them in terms of keeping children safe. An action plan is in place to continue to monitor the staff's response to safeguarding.

Written reviews have taken place regarding bullying and missing-from-care incidents. The outcomes of these reviews have been used to inform the action plan and individual personal improvement plans for all staff, including the registered manager.

A review has taken place of the monitoring systems. This has resulted in changes being made to practice. This includes the introduction of a weekly senior leadership meeting to review the week's events. This increase of managerial oversight is helping to ensure that regular reflection and oversight provide an additional layer of safeguarding.

Changes to the recording and reporting system have occurred. This is helping to alert senior leaders to all incidents. A change in protocol has been shared with all staff to prompt them on their responsibilities to alert senior leaders when incidents occur.

The provider has met the steps of the compliance notices that were specific to them.

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|---------------------------------|
| 28/06/2022 | Full | Inadequate |
| 16/03/2022 | Full | Requires improvement to be good |
| 15/05/2019 | Full | Good |
| 19/12/2018 | Interim | Improved 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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust; and</p> <p>an understanding about acceptable behaviour.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>de-escalate confrontations with or between children, or potentially violent behaviour by children;</p> <p>have the skills to recognise incidents or indications of bullying and how to deal with them. (Regulation 11 (1)(a)(b) (2)(a)(xi)(xiii))</p> <p>This specifically relates to staff de-escalating incidents between children, and the manager taking effective action when a child experiences bullying behaviour.</p> | 14 August 2022 |
| <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> <p>that staff—</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(v)(vi))</p> | 14 August 2022 |

| | |
|---|-----------------------|
| <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>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>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home.</p> <p>(Regulation 13 (1)(b) (2)(c)(f)(g)(ii))</p> <p>In particular, ensure that staff who carry out physical interventions are suitably trained to do so.</p> | <p>14 August 2022</p> |
| <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>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home.</p> <p>(Regulation 13 (1)(b) (2)(h))</p> | <p>14 August 2022</p> |
| <p>A person may only manage a children's home if—</p> <p>having regard to the size of the home, its statement of purpose, and the number and needs (including any needs arising from any disability) of the children—</p> <p>the person has the appropriate experience, qualification and skills to manage the home effectively and lead the care of children.</p> <p>(Regulation 28 (1)(b)(i))</p> | <p>14 August 2022</p> |

| | |
|---|-----------------------|
| <p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The registered person may only—</p> <p>employ an individual to work at the children's home if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a) (3)(d))</p> <p>In particular, ensure that employment checks are reviewed to ensure that all aspects of safer recruitment practice are being followed and all relevant checks are in place.</p> | <p>14 August 2022</p> |
| <p>The registered person must ensure that—</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(b)(i)(ii)(c))</p> <p>This specifically relates to the registered provider ensuring that records include the date and time to ensure that the regulation has been met.</p> | <p>14 August 2022</p> |

* These requirements are subject to a compliance notice.

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 & Adolescent Services Ltd

Registered provider address: 599a London Road, Cheam, Sutton SM3 9AG

Responsible individual: Gerard Berry

Registered manager: Chloe Valentine

Inspector

Sarah Olliver, Social Care Inspector

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