

SC431804

Registered provider: SWAAY Child & Adolescent Services Ltd

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. 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 boys who have a history of specific behaviours.

The manager has been registered with Ofsted since May 2021.

Inspection dates: 22 and 23 March 2023

Overall experiences and progress of children and young people, taking into account	good
---	-------------

How well children and young people are helped and protected	good
---	------

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 11 May 2021

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/05/2021	Full	Outstanding
11/03/2020	Full	Good
12/02/2019	Full	Good
19/09/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Three children have moved out of the home and three children have moved in since the last inspection. Four children were living in the home at the time of the inspection.

Children have made good progress since moving into the home. The staff help the children confront and understand their past trauma and the impact this has on their behaviours. The highly effective teamwork nurtures the children and, as a result, the children are thriving.

The atmosphere at the home is calm, inviting and friendly. Children and staff appear happy and relaxed in each other's company. There is shared laughter and appropriate jokes. Children spoke positively about staff and said that they enjoy spending time with them.

The staff plan moves into the home well and provide excellent support. The staff visit the child and the child has tea visits and overnight stays before moving into the home. This helps reduce children's anxiety. A family member said, 'I was so impressed when I saw his bedroom had been decorated just how he wanted it. It made me feel emotional. I knew then that he would be looked after and cared for.'

The children attend the organisation's school. The staff help the children leave for school in a positive frame of mind, through good morning routines. As a result, attendance and school engagement are high.

Children engage in therapy. There is good communication between the therapists and staff. Therapists attend staff meetings to keep children's therapeutic needs, risk assessments and support plans under review.

The staff manage risk effectively to ensure that the children enjoy activities in the community. Staff support the children to develop confidence and skills to attend activities on their own. One child proudly spoke about his increasing level of independence, staying at home alone for short times and travelling on public transport independently.

The children are fully involved in the home and are encouraged to share their views in the weekly house meetings. The manager responds to any requests from children. This means that children know that their wishes and views are listened to and acted on.

The children are able to access and comment on their electronic care records. Staff support the children to do this. This empowers the children and helps them understand their plans.

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

The children said that they feel safe living in the home because they can talk to staff about anything. They feel that they are not judged but listened to.

Children's risk assessments and behaviour plans are comprehensive and are updated regularly. The children, with their therapists, are involved in their development. This means that children have a better understanding of risk and what is in place to help keep them safe.

Supervision arrangements in the home are appropriately high and children do not spend time alone with each other. This is to safeguard them and others.

Children rarely go missing from the home. However, the staff know what to do should this happen. Staff and children are familiar with the detailed missing-from-care protocols. Staff are professionally curious and try to find out more about where the child has been and the reason that they went missing.

The staff have good knowledge of how to keep children safe and who to report concerns to. Staff have attended safeguarding training, and safeguarding is discussed as part of supervision and staff meetings.

The effectiveness of leaders and managers: good

The experienced registered manager is respected by the staff and children, who describe her as open and supportive. Professionals and parents said that the manager is approachable and always works in the best interests of the child.

The manager has developed a highly positive ethos and culture in the home that supports the staff to speak openly and honestly with children and their families. Children say that the manager always has time to listen to them. The manager has advocated effectively for the children and raised concerns when other agencies have not worked in the best interests of the child.

The staff provide a nurturing and warm environment which is critical for children to be able to talk about their past, move forward and thrive. Staff receive regular and effective supervision. Staff keep children's changing needs in mind through regular staff meetings which focus on care practice issues.

All staff complete the organisation's mandatory training and undertake relevant refresher training. The staff either hold, or are working towards, a relevant level 3 qualification.

There are clear monitoring systems in place which enable the manager to look at patterns and trends. However, the manager did not swiftly inform Ofsted, or the local authority designated officer for safeguarding, of some concerns about staff practice. This potentially undermined the initial investigation. Furthermore,

appropriate contingency plans were not immediately put in place. However, the manager has completed a review, with an action plan and lessons learned. This has supported practice improvements and ensured better understanding of the importance of notifying the appropriate agencies.

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 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>are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(vii))</p> <p>In particular, ensure that referrals are made to the local authority designated officer without delay.</p>	12 June 2023
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>there is any [other] incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e))</p>	12 June 2023

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 & Adolescent Services Ltd

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

Responsible individual: Gerard Berry

Registered manager: Sasha Austria-Stevens

Inspector

Trish Palmer, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2023