

# SC481040

Registered provider: SWAAY Child & Adolescent Services Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home provides care for up to four children. It is operated by a private company which runs similar homes. The home provides therapeutic intervention for boys who have presented harmful behaviours.

The home was registered in February 2015. The post for a registered manager has been vacant since April 2023.

### Inspection dates: 17 and 18 August 2023

**Overall experiences and progress of children and young people, taking into account** **outstanding**

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

The effectiveness of leaders and managers **good**

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:** 29 November 2022

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
29/11/2022	Full	Outstanding
10/08/2021	Full	Outstanding
03/02/2020	Full	Good
31/01/2019	Interim	Sustained effectiveness

## Inspection judgements

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

There were four children living in the home at the time of this inspection. The children are extremely well supported by staff, who genuinely care for them. Consequently, the three children who have recently moved to the home are settling well and have begun to form positive relationships with one another. The children are living in a home with a real family feel. Staff have set a solid foundation for the children to flourish.

The staff are attuned to the needs of the children. They are aware that some behaviours that the children present are likely to stem from past traumatic experiences. Staff provide the children with a homely environment in which they feel safe. The skilled staff are empathetic and nurturing in their approach, and balance this exceedingly well with instilling guidance and boundaries. The approach of the staff is in line with the home's therapeutic model of care. Consequently, the support from the staff helps children to reflect on their behaviours.

Children's progress is celebrated, which encourages them to further achieve. Children have settled quickly, and incidents for one child have reduced. Additionally, children feel able to share personal experiences with the staff and have begun to form secure relationships with them. The excellent care and support that staff provide underpin the significant progress that the children are making.

The highly motivated staff team are aspirational for the children. They work closely with education professionals and support the children's learning in the home. Staff are guided by the home's in-house therapeutic team. This promotes reflection on their practice and ensures that practice is adapted to meet children's changing needs. In addition, staff ensure effective partnership working with social care professionals. One professional reported being impressed with the care and support provided. The children in the home benefit from a collaborative care approach which has led to great outcomes being achieved.

Staff consistently hold the children in mind and ensure that their needs are always at the forefront. They do exceptionally well at encouraging the children's participation in different ways. Staff regularly consult children about activities, menu planning and decorating their bedrooms. Staff support children to be involved in the recruitment processes for new staff and to participate in their care planning meetings. The variety and meaningfulness of the involvement of the children in the home mean that the children feel valued and develop a strong sense of belonging.

There is strong emphasis from staff on enhancing the children's understanding and respect for differences. Children are cared for by a diverse staff team, who encourage children to think positively about differences. A child exploring their identity has been well supported by staff. The child feels accepted for who they are

and feels happy living in the home. This child said that they would definitely feel comfortable speaking to staff about any issues. The staff's inclusive approach and effectiveness in promoting diversity and equality result in children being open and accepting of others.

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

The staff genuinely enjoy caring for the children and being able to influence positive change for them. They speak positively about the children and have helped to instil self-belief in them. The children share trusting relationships with staff and naturally seek support from them.

All children living in the home are valued members of the household. They are happy living in the home and feel safe. The children are all engaging with the home's therapeutic programme. This provides professionals with the opportunity to help to steer them away from past concerning behaviours.

Comprehensive risk assessments focused on children's individual needs guide staff on the actions to take to safeguard the children and others. When children have gone missing, appropriate actions have been taken to ensure their safety. For two young people, effective collaborative working with local authorities led to planned moves to settings where their needs could be well met. The children currently living in the home have not gone missing. When incidents have occurred, children have been supported to reflect on their actions, and the consequences imposed have been restorative. This has helped children to learn more appropriate ways to express themselves and to also be empathetic towards others.

Pre-employment suitability checks are consistently carried out to a high standard. This informs decision-making about the applicant's suitability to work with children. This leads to children being cared for by skilled, committed and experienced staff.

Staff ensure that children's health needs are met. On a small number of occasions, medication administration has been missed or medication records have not been completed. Staff have sought suitable advice on these occasions to ensure the children's continuing safety and well-being. The staff and managers have learned from these events. The learning from incident reviews has led to tighter processes being put into place to help to prevent further occurrences.

Children are regularly consulted during keywork sessions, house meetings and impromptu conversations. Staff are proactive in acting on children's views and advocating on their behalf. When concerned that a child had experienced several changes of social worker, staff raised their concern with the local authority and advocated for the child to have stability.

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

The previous registered manager left in April 2023. A new acting manager has been in post since July. This arrangement continues to provide suitably strong interim management arrangements while recruitment for a new permanent registered manager is undertaken. Additional support has been provided by managers from other homes in the same group. They have been readily accessible and very supportive. The responsible individual has also provided greater oversight during this period.

Staff are provided with training relevant to children's needs, which is supplemented by input from the home's in-house therapeutic team. Managers ensure reflection on staff practice through regular team meetings and individual supervision sessions. This ensures that staff practice remains consistently in line with the home's model of care. While training equips staff with the required skills to appropriately handle incidents, and practice is strong, recordings in some reports are not always clear.

Senior managers are acutely aware of the home's strengths and areas for development. Areas of focus include establishing stable management in the home and developing staff practice, particularly concerning recording in reports. There are also plans in place for a further review of medication processes, to highlight any additional improvements that can be made. There is strong focus from senior managers on continually improving staff practice and the quality of care provided to children.

The actions of senior managers have created a highly motivated staff team. The staff value working in the home and speak highly of the support that they receive.

## 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 registered provider must appoint a person to manage the children's home if—</p> <p>there is no registered manager in respect of the home; and</p> <p>the registered provider—</p> <p>is an organisation or a partnership;</p> <p>does not satisfy regulation 28; or</p> <p>is not, or does not intend to be, in day-to-day charge of the home.</p> <p>If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of—</p> <p>the name of the person so appointed; and</p> <p>the date on which the appointment takes effect.</p> <p>In particular, ensure that a registered manager is appointed to manage the children's home and that the regulator is kept informed of any interim management arrangements. (Regulation 27 (1)(a)(b) (2)(a)(b))</p>	<p>2 October 2023</p>

## Recommendations

- The registered person should ensure that they make suitable arrangements for the safe handling and administration of medication to children. They are to ensure that staff take better care with medication processes. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.15)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective

and clear recording. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

## **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:** SC481040

**Provision sub-type:** Children's home

**Registered provider:** SWAAY Child & Adolescent Services Ltd

**Registered provider address:** SWAAY Child & Adolescent Services Ltd

**Responsible individual:** Gerard Berry

**Registered manager:** Post vacant

## **Inspector**

Sasha Reid, Social Care Inspector



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