

SC431806

Registered provider: SWAAY Child and Adolescent Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and operated by a private organisation that specialises in the assessment and care of four boys who have experienced trauma and have associated specialist needs. The service offers an integrated education and therapeutic programme.

The manager registered with Ofsted in July 2016.

At the time of this inspection, three children were living at the home.

Inspection dates: 20 and 21 February 2024

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 **outstanding**

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: 13 March 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/03/2023	Full	Good
08/06/2021	Full	Outstanding
03/12/2019	Full	Outstanding
21/11/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

In the last year, no children have moved into the home and one child has moved out. This child moved to another home in the organisation. The staff went above and beyond to ensure the best possible planned move for this child. This reduced their anxiety and helped to ensure a seamless move. As a result, the child is settled and progressing well. The staff continue to maintain a relationship with them, which means that they know they are valued and remain in the staff's thoughts. One professional said, 'The staff team have helped him create amazing positive memories, make positive strides in education and towards recognising and achieving his potential.'

Staff are skilled and nurture the children. They provide children with exceptional care and support. The children are thriving. They are proud of the progress that they are making. This gives them confidence and aspirations to continue to do well.

The staff build extraordinary relationships with children. This is a particular strength of this team. These relationships underpin the successful support that staff provide. Two children rated living at the home as '10 out of 10'. One child said that this was down to the care they receive. One child said, 'There is nothing that they (staff) could do any better.' The children have staff who they feel able to speak to about any worries or concerns. Interactions between children and staff are warm and natural. There is a calm and positive family-like feel in the home. This allows positive relationships between children and staff to flourish.

Staff work well with parents. Parents describe communication with staff as 'fantastic'. Consequently, parents hold the staff in high esteem and are positive about the care provided to their children. Parents are proud of the excellent progress that their children make from their starting points. One parent said, 'I am loving everything that they (staff) are doing for my child. I have nothing but high praise for them.'

All children attend education full time. The staff team maintains close links with education professionals and strong oversight of the children's progress at school. This helps to set the foundations for positive educational achievement and long-term learning and career outcomes for the children.

Staff ensure that children's physical and mental health needs are met to a high standard. The organisation provides children with regular and well-coordinated therapeutic support. Staff are trained in the therapeutic model of practice used. They support children to reflect outside of formal therapy sessions. Children value the exceptional support that staff provide to them and their families.

The children have excellent experiences on a day-to-day basis and have positive memories. They are all involved in extra-curricular activities that link to their learning. They enjoy activities such as bicycle rides, football, basketball, martial arts and attending cultural events. Staff regularly take children on day trips, and the children go on holidays each year with the staff.

Staff offer high-quality support to enhance children's independence skills. They support children to do their own food shopping, budget, plan meals and travel independently. There are clear and concise independence pathway plans on file, which are diligently followed. Children are rightly proud of their achievements, as are the staff.

Staff support children who live far from their families particularly well. They sustain and encourage safe relationships. As a result, children consistently keep in touch with people who are important to them.

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

The manager ensures that safeguarding is embedded in all practice. Staff have a comprehensive understanding of the risks and vulnerabilities for children and work tirelessly to reduce these. All children have detailed individualised risk assessments. These are updated regularly to reflect each child's changing needs. Children are actively included in compiling and updating their risk assessments. Because of this inclusive approach, children have an enhanced understanding of risks and why these plans are in place. This shared understanding supports positive relationships between staff and children and helps to keep children safe.

Children have positive relationships with one another. The home arranges activities for the children to share as a group and with children from other homes run by the provider. This encourages the development of positive friendships. Children are encouraged to voice their opinions with the wider network during these events. They are confident to raise any issues should they have any. No complaints have been received from children since the last inspection.

Staff ensure that each child has a clear behaviour support plan. The plan is child-friendly and includes children's views. Great consideration is given to how staff respond to children's behaviours safely. This is because staff work collaboratively to ensure that the child and their network are involved in designing a bespoke plan. This inclusive approach builds trust and provides children with a sense of personal autonomy. There have been no physical interventions since the last inspection.

Incidents when children harm themselves are rare. When they occur, staff act sensitively and competently. Any concerns raised around children's emotional well-being are responded to swiftly by staff and the wider network. Children feel able to speak to staff about sensitive issues. The trusting relationships that staff develop with children help to keep them safe.

On the rare occasions that allegations have been made about staff practice, these have been shared with Ofsted and relevant professionals. Staff make sure that the child and their views are always prioritised. Steps taken by staff and leaders are appropriate. These are well documented with clear management oversight. Partner professionals have confidence in the staff to keep the children safe.

The effectiveness of leaders and managers: outstanding

The manager and deputy are highly experienced. They work closely together and are both passionate about providing excellent care to the children. The manager has the highest expectations for the children and the staff who support them. She refers to the children as 'my boys' and constantly reaffirms how 'proud' she is of them. These expectations are shared with the staff. Consequently, they are equally as committed to providing the best possible care to the children.

The staff team works collaboratively with other professionals to provide the best quality care and support to children. Consequently, partner professionals hold them in high esteem. One social worker described the work the staff do with the children as 'fantastic'. Another professional said that their child was making excellent progress because of the staff. They said, 'Without the support of the team, the child could be in the custodial system now.'

Senior leaders maintain comprehensive oversight of the progress that the children make. The manager maintains meticulous monitoring and oversight systems. Senior leaders also monitor the service to drive further ongoing development. When there are any concerns that a child is not thriving, the manager brings the child's network together to review the situation. The manager proactively advocates on children's behalf to ensure that they get the best support possible.

Staff say that they feel very well supported by the manager and senior leaders. The manager ensures that all staff benefit from regular, good-quality reflective supervision. Staff morale is high.

Research-informed practice is embedded throughout the home. The therapeutic model of care is delivered effortlessly by the highly skilled staff team. Recruitment processes are thorough. Staff undergo a rigorous induction programme before working with children directly. This includes comprehensive in-house training that has been recently updated and provides more focus on the model of care used in the home. This ensures that the right staff are employed and that they are well prepared and equipped to work with the children.

The manager has a thorough understanding of the strengths and areas of development for the home. She takes effective and decisive action to address any shortfalls. She works with the senior team to ensure that newer staff are supported to a high standard and are challenged to develop. The manager's ethos is, 'If I look after my staff well, they look after my boys well.'

Children's views are valued by managers, leaders and the staff. Children feel respected and heard. Leaders and managers are proactive in promoting and celebrating tolerance, equality and diversity. As a result of the excellent care and support that they receive, the children thrive.

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: SC431806

Provision sub-type: Children's home

Registered provider: SWAAY Child and Adolescent Services Limited

Registered provider address: SWAAY Child and Adolescent Services Limited, 591 London Road, Sutton SM3 9AG

Responsible individual: Gerard Berry

Registered manager: Sasha Austria-Stevens

Inspector

Skye Frain, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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