

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 accommodate up to four 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 was registered with Ofsted in June 2018.

Inspection dates: 18 to 19 February 2020

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: 16 October 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/10/2018	Full	Good
16/01/2018	Full	Good
29/03/2017	Interim	Sustained effectiveness
19/10/2016	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children make truly meaningful and significant progress when they live at this home. They experience a warm, loving environment where they know that the adults caring for them are committed to their well-being and progress. Consequently, the quality of relationships and trust is exemplary.

As a result of living in this safe and caring home, the children have a solid and reliable platform from which they can explore their past experiences and behaviours. This includes preparing them to work with therapists and to be able to learn and move forward from their often-painful histories and traumas. The children acknowledge and appreciate the considerable and positive impact that living at this home has had on their lives.

The caring and supportive culture also means that children's wider needs are known and met to a high standard. They receive any medical attention and advice they require. They learn about looking after themselves and promoting their health via exercise and healthy living. They learn and appreciate that stability and safety promote their mental and emotional health as well.

Progress in education for some of the children is remarkable. The embedded expectation that everyone attends school or college ensures excellent attendance for every child. Additionally, the support and nurturing they receive help the children to achieve at better levels than they have previously experienced. Their success is a source of delight for the staff, parents and social workers.

Children's views are seen as central to the running of this home. The strength of day-to-day relationships means that children are confident in expressing their views. Additionally, the emphasis on group living and tolerance means that group meetings are embedded in the routine. Openness of communication is an accepted norm. Consequently, conflict is resolved quickly. Furthermore, any changes to rules or routines, often at the behest of the children, can be discussed and implemented. This ethos encourages a strong community spirit and a sense that everyone is working together.

A gradual, carefully prepared, bespoke process is in place for each child to develop their independence at a rate appropriate to their level of understanding and risk. This journey is meticulously planned by a number of professionals as well as the child, to ensure that it is achieved safely.

Support for children in maintaining relationships with their families is of an excellent standard. Members of staff ensure that they are available to both the child and their family so that visits can be positive and enjoyable. Staff are aware that these occasions can be emotionally charged for both the children and others and so ensure that preparation is careful and sensitive. There is always an opportunity for the child to reflect after the visit. Families and children are appreciative of the efforts and preparation made by the staff.

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

Children's safety is at the centre of all practice. They live in a home where their well-being is protected and nurtured to a very high standard. The efforts staff make to help the children feel emotionally and physically safe mean the children can achieve stability and a sense of safe belonging. This enables them to reflect on their past behaviours and experiences and to find a way to move forward healthily.

Members of staff are aware of the children's behaviours, risks and vulnerabilities. They are in tune with the children and consequently are aware of how nuances in behaviour can be read and seen as a method of communication. As a result, children have the utmost trust in the adults who care for them.

Any specific risks are known and identified, and clear risk assessments provide guidance to staff on how the children need to be supported in order to minimise risks. Staff review and discuss the risk assessments regularly to ensure that the assessments are up to date and relevant and that everyone is aware of how to implement them.

All members of staff know what to do and who to inform if they have concerns about a child's welfare. Processes are followed effectively in practice, and communication with external agencies is swift. Consequently, measures can be implemented promptly to ensure the well-being of anyone who might be affected.

Incidents of children going missing or being away from the home without permission are rare. When this does happen, staff respond with alacrity and diligence. This means that children not only return safely but are supported beyond the incident so that everyone can consider what triggered the event and how to avoid it in future.

The good quality of relationships between staff and children underpins a culture of respect and behaving considerately towards each other. As a result, behaviour is excellent and the use of sanctions is very rare, there being only one sanction implemented in the last 16 months. Rules and boundaries are very clear and the children both understand and embrace them because they comprehend that they are there for everyone's benefit.

The recruitment of staff is in line with regulations and ensures that all necessary background checks are carried out on any potential members of staff before they start work. This means that only adults with safe and appropriate working histories are employed.

The effectiveness of leaders and managers: outstanding

The children and staff receive leadership from a registered manager who is well qualified and highly motivated and embeds high expectations. The staff speak positively about her and testify that she has created a culture and ethos at the home that enable them to be ambitious for every child.

One staff member said, 'It is great to have a manager that supports us to be open and transparent and focus on building positive relationships with each other and the children. I feel valued and enjoy coming to work.'

The registered manager holds detailed knowledge of each child and their individual needs. This knowledge is captured during the referral process and recorded in a detailed admission impact risk assessment. This ensures that the mix of children is appropriate and carefully considered and that each child's progress is maintained.

Regular team meetings, good-quality supervision and the effective sharing of information ensure that staff can supply a thoughtful and considered approach to the children on a daily basis. Detailed and well-maintained case records reflect children's everyday lives and excellent progress. No recommendations or requirements have been made during this inspection.

Children have access to their records and can contribute to them if they wish. The style and content of the records help the children to have a clear understanding about their histories, backgrounds and experiences. One child said, 'I really enjoy living at the home. The manager and staff really look after us all and allow me to do things I would never be able to do at home. I feel I am getting all the support I need to move on with my life.'

This home is fully staffed by a diverse and well-qualified team that is highly committed to helping the children progress. All staff are supported to gain the required knowledge and skills to ensure that every child is offered unconditional respect and care. Each child's individuality and difference are enjoyed. Their characters and backgrounds are appreciated and nurtured so that they feel valued and thrive.

The registered manager has a thorough review and monitoring system in place that enables her to understand patterns, trends and practice at the home. These findings are cascaded to her team, associated professionals and parents. She has very effective communication methods that focus on improving the quality of care. One parent said, 'The manager has been absolutely brilliant and fantastic at supporting our child and whole family.'

The registered manager actively welcomes independent scrutiny of every aspect of practice at the home. She embraces independent quality assurance visits from senior managers and the home's independent visitor. Following visits, the manager creates detailed action plans to address shortfalls. Importantly, the team celebrates success and staff enjoy their role in helping the children to excel in their progress and efforts.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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

Paul Taylor, Social Care Inspector

Paul Thomas, Social Care Inspector

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