

1258893

Swan Cottage Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to provide care and accommodation for children who present with complex emotional and/or behavioural needs. There is currently one child living in the home.

The previous registered manager has recently become the responsible individual for the home. A new manager has been appointed and has submitted her application for registration.

Inspection date: 10 February 2021

This monitoring visit

Ofsted last visited this home in September 2019 and the home was judged as good in all areas. This monitoring visit was undertaken as a response to concerns raised through information managers shared with Ofsted regarding children going missing from the home. Due to COVID-19 (coronavirus) Ofsted completed a risk assessment and this visit was undertaken remotely.

Since the last inspection, two children have lived in the home. There is currently one child living in the home.

Staff have a thorough knowledge of the children they work with. They were able to inform the inspector about risks for children and what may trigger difficulties for them. In contrast, this knowledge is not reflected as well in children's risk assessments. However, the lack of detail in some areas has not had an effect on staff's high standard of day-to-day care of children.

Managers and leaders work well with professional stakeholders and families. There are frequent multi-agency discussions about the risks when children are missing. Managers and leaders share information clearly, challenge others as needed, and make sure that staff work to protocols agreed by all professionals. Partners and

parents praise the work staff do and how they calmly and competently respond to any issues they face. They are particularly complimentary about the responsible individual and manager in relation to their insight and confident knowledge about children in the home.

Staff respond well when children go missing. They follow missing protocols, search for children and continually try to contact them. Well-considered decisions are made about when to involve the police. Records do not always reflect these efforts. Social workers do not always share details from independent return home interviews in a timely way. This may hinder staff in having relevant information promptly in order to develop their response to children who go missing.

Staff feel well supported by leaders and managers and are fully involved in the running of the home. Shifts are well planned and there is effective communication, which means that staff are consistent in their approach with children. Managers and leaders encourage a culture that supports staff to have professional curiosity. Staff are experienced and skilled in managing situations calmly and are able to de-escalate children's behaviour effectively.

Staff rotas do not include the full names of staff or times that staff work in the home. This means it is not always clear when staff are working in the home. Most staff members are long-standing and were clear in their discussions with the inspector that they enjoy coming to work. This consistency and commitment means that children have the opportunity to build relationships with staff that care deeply about them.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/09/2019	Full	Good
19/03/2019	Interim	Declined in effectiveness
04/09/2018	Full	Good
16/01/2018	Full	Requires improvement to be good

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
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4. (Regulation 37 (1)(2)(a)) In particular staff rotas should include full names, the hours worked (including for managers) and who is the manager on call.	10 March 2021

Recommendations

- The registered person should ensure that there is sufficient detail in children's risk assessments.
(‘Guide to children's homes regulations including the quality standards,’ page 42, paragraph 9.5)
- The registered person should ensure that records of when children go missing are consistent and sufficiently detailed.
(‘Guide to children's homes regulations including the quality standards,’ page 46, paragraph 9.31)

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: 1258893

Provision sub-type: Children's home

Registered provider: Swan Cottage Limited

Registered provider address: Parkar Accountants, 19 21, Hatchett Street,
Birmingham, West Midlands B19 3NX

Responsible individual: Clare Main

Registered manager: Post vacant

Inspector

Karol Keenan, Social Care Inspector

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