

# 2591822

Registered provider: Swan Children's Homes Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is owned and managed by a private organisation and provides care for up to four disabled children.

The registered manager with Ofsted in June 2023

### Inspection dates: 4 and 5 February 2026

**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:** 17 December 2024

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/12/2024	Full	Outstanding
22/08/2023	Full	Good
08/06/2022	Full	Good
23/11/2021	Full	Good

## Inspection judgements

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

There were 4 children living at the home at the time of this inspection. The inspector saw all the children and spent time with 3 of them. Since the last inspection, 3 children have moved into the home, and the children have moved out in planned ways.

Children have exceptionally well-planned transitions in and out of the home. Staff create bespoke plans to help children settle into the home and successfully move out of the home. This has greatly contributed to the success of children's time at the home.

Managers and staff fully understand the importance of routine and structure for children. As soon as children move to the home, staff actively seek education providers. This has provided them with suitable educational opportunities. Children's educational attendance significantly increased when they came to live at the home. The staff take an interest in the children's education. All children have made exceptional progress from their starting points, particularly with their education and social skills.

Staff have responded swiftly to children's requests. They have sought clubs and experiences that children enjoy. These include football club, scouts, parties and play dates with friends. For many of the children, these new experiences have helped develop their confidence and self-worth. Staff create memory books for children filled with reminders of special times and achievements at the home.

For most of the children, this is their first time living in a children's home. Staff understand children's past experiences. They speak lovingly about the children. The staff take their roles in children's lives very seriously. Staff are unquestionably committed to helping children achieve their potential.

Children develop highly trusting relationships with staff. Caring relationships between staff and children provide children with a strong and secure foundation. Parents and professionals collectively said that the care children receive is excellent and that children have made significant progress.

The staff travel significant distances with children to ensure that they spend meaningful time with family, allowing them to maintain important family relationships.

Staff have created a warm and welcoming home that provides a family feel. Children enjoy a pleasant home with spacious communal rooms, sensory areas and highly personalised bedrooms.

The specialist therapeutic team offers training to staff and carries out assessments with children to inform care planning. Children also benefit from one-to-one therapy sessions. This allows for more personalised care that suits children's requirements and enables their progress. This informed approach is helping children to thrive.

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

Children feel safe and supported. They are safer because of the care they receive. Staff have completed safeguarding training and have a strong understanding of safeguarding procedures and whistle-blowing. They know how to follow these procedures if necessary.

Professionals and parents are extremely positive about the safeguarding practices at the home. They spoke with enthusiasm about how well the staff know the children and understand their needs which, in turn, contributes to their safety.

Staff have a comprehensive understanding of working therapeutically with children. This has helped children to make positive changes to their daily routines and behaviours. Incidents are notably less frequent and less severe.

Allegations against staff are managed well. There have been no complaints or missing-from-home incidents since the last inspection.

The staff's understanding and awareness of children have significantly contributed to there being no need for any physical interventions since the last inspection. Staff have training on appropriate restraint techniques. They are highly skilled in de-escalation strategies to respond to children's anxieties.

Staff and managers support children to understand their behaviour through key-work sessions. The staff have an excellent approach to reinforcing positive behaviour. When incidents occur, staff use positive reinforcement rather than consequences to correct behaviour.

Staff are assisted by strong, detailed assessments and plans. These cover a range of topics, including children's daily routines, managing behaviour and other key areas. They are highly effective and help staff to know the children well and to identify their triggers and vulnerabilities. Staff review the plans consistently and follow strategies that help to keep children safe. Staff understand the children's vulnerabilities and their potential and allow them to take balanced risks.

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

The registered manager is moving into the role of responsible individual of the home. A new manager has been appointed from within the organisation and has applied to register with Ofsted. The leadership team is exceptionally strong and knowledgeable. The new manager knows the children extremely well, she is experienced and is working towards her relevant level 5 qualification.

The manager leads by example. Leaders and managers motivate staff to strive for excellence. As a result, children benefit from the best care.

The staff team has high aspirations and expectations to provide the best care possible for children. Leaders and managers have created an extremely reflective culture.

Leaders and managers have an excellent understanding of children's journeys, along with the support that they need to achieve. As a result, staff feel confident and equipped to perform their roles exceptionally well. Staff speak highly of the management's commitment and support. Staff benefit from regular purposeful supervision sessions and annual appraisals.

Staff build incredibly positive relationships with external agencies and parents. One parent said that they always feel welcome when they visited the home and they would not want their children to be anywhere else. One professional said communication is excellent.

Leaders and managers use highly effective systems for auditing and monitoring records. When shortfalls are identified, the manager uses this as an opportunity to implement improvements and shares these with the wider team.

The manager is innovative, creating opportunities for herself and staff to develop through regular team meetings and additional training. During some staff meetings, workshops take place. These workshops and additional training have developed the staff's understanding and knowledge and enhances the care they provide to the children.

No requirements or recommendations have been raised following this inspection.

## **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:** 2591822

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

**Registered provider:** Swan Children's Homes Limited

**Registered provider address:** 27a Green Lane, Northwood, Middlesex HA6 2PX

**Responsible individual:** post vacant

**Registered manager:** Joanne McNamara

## Inspector

Anver Rose, Social Care Inspector

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