

2490998

Registered provider: Sandcastle Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is owned and managed by a large private company. It provides care for up to five children who may experience emotional and/or social difficulties and have learning disabilities.

At the time of the inspection, four children were living in the home.

The manager registered with Ofsted in February 2024.

Inspection dates: 6 and 7 August 2024

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 18 October 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/10/2022	Full	Good
01/09/2021	Full	Good
11/02/2020	Interim	Declined in effectiveness
08/05/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are happy and settled living in the home. They have trusting relationships with staff, who understand their needs well.

Children have recently moved into the home from one of the provider's other homes. Staff supported children with the move, through regular visits and using visual aids in line with the children's level of understanding and communication needs. This enabled the children to experience a positive, planned move. Children say that they enjoy living in the home. One child said they 'like this home better as it is bigger and nicer'.

Staff moved with the children from the previous home, which provides consistency of care. Children say that they can talk to staff if they have any worries.

During the inspection, institutional language was used by one member of staff when referring to the children. On two occasions, children's bedrooms were entered without knocking or seeking permission to enter. This is not giving the children respect and dignity. During the inspection, the registered manager took immediate action to address this.

Staff understand the children's individual communication needs. A variety of communication methods specific to the individual children's needs are used to engage with the children and promote their participation.

Staff seek the views of children through weekly children's meetings and individual work sessions. Staff listen to children's views. Children are supported to access a variety of activities in line with their interests.

All children are accessing education and attend regularly. The children are making progress in line with their starting points. When one child had a period of reduced hours, staff advocated on their behalf to ensure that the necessary support was in place. This meant that the child had appropriate support to enable a return to a full timetable.

Children's health needs are prioritised. Some of the children have complex health needs. Staff ensure that children have access to general and specialist health services. Staff are proactive in identifying any health needs, seeking medical advice and requesting appointments when needed to ensure that children's health needs are met at the earliest opportunity. Arrangements for storing and managing children's medication are safe and effective.

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

Staff know the children well and understand how to keep them safe. Children's individual risk assessments clearly identify strategies for staff to follow to support the children.

Children's needs determine that they require high levels of supervision both inside the home and out in the community. The level of supervision reduces the risks to children and ensures that they are kept safe from harm. As a result, children do not go missing from home. On the occasions when children have attempted to run off, staff have responded and managed situations appropriately.

There are few incidents in the home. When incidents do occur, staff respond appropriately to the immediate concern, ensuring the safety of the children. Records are clear and include a detailed chronology of events. Staff then undertake direct work sessions with the children following each incident.

Physical interventions are used as a last resort. The use of the physical intervention is appropriate and proportionate given the potential risk to the children. The recording of the holds is completed as required. However, children are not offered advocacy support following a physical intervention.

Behaviour support plans are individualised and highlight any changes in risk and identify strategies for staff to follow to support the children. The registered manager has detailed oversight of incidents that happen in the home.

The children live in a large, well-maintained home that continues to be adapted to meet their individual needs. The home's therapist is involved in developing the gym room and music room in line with the children's interests and needs. The children are supported to personalise their bedrooms. Where shortfalls were identified in some areas of the home, the registered manager took immediate action to rectify them.

The effectiveness of leaders and managers: good

The home is managed by a suitably experienced and qualified manager, who is supported by an experienced deputy manager.

The registered manager understands the children's individual needs to ensure that they receive a high standard of individualised care. She ensures that children's plans are up to date, clearly identifying their needs and preferred communication methods. Children's plans are reviewed regularly and when incidents occur.

The home has a stable team of staff who have a variety of skills and experience. Managers and staff are supported through regular, supportive supervision that is recorded effectively. Staff say that they feel supported by the registered manager and enjoy working in the home. Monthly team meetings also take place. This allows staff to reflect on practice and review the progress that the children are making.

Staff receive training specific to the individual needs of the children. For example, a training session was put in place for all staff following one child receiving a new health diagnosis. This ensures that staff have the appropriate knowledge and skills to meet the needs of the children.

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards.' The registered person must comply within the given timescales.

Requirement	Due date
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; and use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— treat each child with dignity and respect. (Regulation 6 (1)(a)(b) (2)(b)(i)) Specifically, the registered person must ensure that staff use children's names and child-focused language. In addition, the registered person must ensure that staff seek permission before entering a child's bedroom.	20 September 2024

Recommendation

- The registered person should ensure that children are offered the opportunity for independent advocacy following any incident of restraint. ('Guide to the Children's Homes Regulations, including the quality standards', page 50, paragraph 9.60)

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: 2490998

Provision sub-type: Children's home

Registered provider: Sandcastle Care Ltd

Registered provider address: The Forge, Church Street West, Woking, Surrey GU21 6HT

Responsible individual: Grace Cookson

Registered manager: Caroline Allen

Inspectors

Donna Ryan, Social Care Inspector
Paula Shepherd, Regulatory Inspection Manager

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