

2509280

Registered provider: Sandcastle Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and run by a private company. It provides care for up to two children who may have social and emotional difficulties.

The manager registered with Ofsted in September 2022.

There was one child living in the home at the time of the inspection.

Inspection dates: 12 and 13 December 2023

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 29 June 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/06/2022	Full	Good
14/02/2022	Full	Requires improvement to be good
26/02/2020	Interim	Improved effectiveness
03/07/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff are dedicated and committed, and they show a genuine interest in the needs of the child. The child settled quickly into the home and has a strong, positive and mutually respectful relationship with the staff. The child said, 'I can talk to the staff. I get respect. They help me get to school.' Staff are good role models. This has given the child a sense of security and stability.

Staff use every opportunity to have meaningful conversations, which support the child and help them stay safe. The staff promote good communication between the child, themselves, professionals and parents. The child is encouraged to contribute to the running of the home, and their views and choices are listened to and responded to. Interactions between the child and the team are natural, humorous and fun. As a result, the child has a secure base for progression.

The child is supported to attend routine health appointments and reviews as necessary. They are involved in managing their own health needs and some of their own medication. This is underpinned by a clear plan and risk assessment that were developed with the child. This gives the child a sense of responsibility and assists them to make progress.

Staff support the child to attend school. Where there are barriers to attendance, staff work with other professionals to overcome these and assist the child to progress. When the child is unable to attend school, the staff encourage home learning, and a variety of resources are available to help with this. Staff advocate loudly for the needs of the child, who said, 'The staff have fought for me. They have 100% got my back.'

The cultural needs of the child are understood and met. The staff offer a wide range of cultural experiences, including supporting attendance at religious services and celebrating numerous religious and cultural festivals. This encourages tolerance in a fun and imaginative way, which supports the child to build and develop their identity.

Creative activities and experiences enhance the life of the child, including go-karting and going to the movies. The child has been able to take up hobbies they previously enjoyed. They are not disadvantaged by living in the home.

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

The child likes living in the home. They said, 'I feel safe living here. Of course I do.' They also described how staff had helped them understand how to use the internet safely and keep themselves safe online.

The safety and well-being of the child are promoted by staff. Comprehensive plans and risk assessments are in place and reviewed regularly. Documents are written in

a positive, objective and non-stigmatising way. When risks are highlighted by other professionals, such as education providers, these are incorporated into the child's risk assessment and communicated to others at regular meetings and reviews. Positive communication between the home and other professionals means that staff know what action to take to reduce risks to the child.

Staff are trained to use physical interventions when necessary. The children's guide describes when these interventions might be used. These are not currently used in the home. Staff know the child well and have the training and skills to respond to changes in their mood and behaviour. The child is regularly supported by the team therapist, who works with the child and the staff to develop and put in place behaviour management plans. This helps the child to recognise and manage their own emotions.

Recruitment checks and verification processes are completed before new staff begin work at the home. This provides the necessary assurance that staff are suitable to work at the home. The recruitment procedures that are in place help to keep the child safe.

The child does not go missing from home. Strong, positive relationships between the staff and the child help the child to stay safe. A missing protocol is in place, which contains an up-to-date photo and information about relevant contacts. However, the protocol does not contain specific information on the actions staff should take to find the child if they go missing. This could lead to a delay in finding the child if they were to go missing.

The registered manager completes a review of the appropriateness and suitability of the location and premises annually. The review identifies risks in the local area known to the registered manager and the local policing team. However, the registered manager did not obtain the views of additional relevant people, as required in the regulations. Further collaboration on this assessment would assist the registered manager to enhance the safety of children under their care.

The effectiveness of leaders and managers: good

The registered manager is ambitious for the child living in the home and spoke positively and with pride of the achievements of the children who had recently moved successfully from the home. The child is at the centre of decision-making at the home, and the needs and wishes of the child are actively promoted and encouraged by the registered manager.

The registered manager promotes a culture of support and is a respected role model. The registered manager is described as an approachable and knowledgeable resource with a positive attitude, which translates to the team. A programme of effective staff meetings, supervision and appraisal is in place. Staff view these as helpful and beneficial, with opportunities to reflect and review their own practice. The registered manager has overseen the progress of staff in working towards

attaining the necessary qualifications for their role. Most of the staff now hold the relevant diploma qualification. Training is appropriate to the needs of the child.

Feedback from parents and professionals about the leadership and management of the home was very positive. The registered manager promotes high-quality professional relationships with other agencies, parents and carers. Professionals said the registered manager is a proactive leader who advocates for the child and has their best interest at heart. Parents describe it as a home from home. This promotes effective and person-centred care for the child.

There are monthly visits to the home by an independent person. These reports give an oversight into the quality of care at the home. The reports were reviewed by the registered manager each month, and any issues that were raised were quickly resolved.

The registered manager has oversight of the home and completes regular audits to ensure quality is maintained. The home is warm, homely and welcoming, with most of the furnishings being in good order. However, some pieces of furniture, including two of the sofas, were damaged and worn. Additionally, a small bed and mattress are stored beneath a flight of stairs, which in the event of a fire, might hinder the means of escape.

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

Recommendations

- The registered person should ensure that the children's home is a nurturing and supportive environment that meets the needs of the children and is a homely, domestic environment. The children's home must comply with relevant health and safety legislations. In particular, ensure nothing is stored under the stairs and replace worn and damaged furniture. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should specify the procedures to be followed, the roles and responsibilities of staff when a child is missing from care or away from the home without permission and how staff should support the child on return to the home. In particular, ensure procedures include direction for the staff on the actions they should take to locate the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 9.28)
- The registered person should review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year. In particular, the review should include consultation with relevant people and agencies to identify any known risks in the locality. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.1)

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 Regulation, including the quality standards'.

Children's home details

Unique reference number: 2509280

Provision sub-type: Children's home

Registered provider: Sandcastle Care Limited

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

Responsible individual: Lauren Gilbey

Registered manager: Mohammed Farooq

Inspectors

Jo Cansfield, Social Care Inspector
Evelyn Chafota, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

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

© Crown copyright 2023