

2527860

Registered provider: Sandcastle Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home. The provider states in its statement of purpose that the home provides care for one child who may have social and/or emotional difficulties.

A manager has been appointed but is not registered with Ofsted.

Inspection dates: 30 and 31 August 2023

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 1 March 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/03/2022	Full	Good
03/03/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

There is one child living in the home. Their transition into the home was planned, and the child was fully involved. They were able to contribute to the home decor and choose their bedroom before the move. The child has moved from one of the provider's other homes. The staff from that home have transferred with the child. This has helped the child to maintain their positive trusting relationships with staff.

Education is promoted for the child, and they have a high level of attendance. The child has been supported to continue to attend the school in their home area, which is some distance from the home. Staff take the child to and from school. This ensures good communication and supports the working relationship between the staff at the home and at school.

The manager and staff have a good understanding of the child's health and emotional well-being. The child has access to a therapist who provides them with one-to-one support. The therapist also gives staff advice and support on how to care for the child effectively. The therapist input has had a positive impact on the child's emotional and social needs.

Friends are regularly invited to the child's home and have stayed for tea and enjoyed sleepovers. The child's interests are understood and promoted by staff. The child has attended horse-riding lessons and local football matches and enjoyed visiting a theme park. These opportunities ensure that the child has fun and gets to spend time with their friends and make new friends.

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

When safeguarding incidents occur at the home, they have been managed well by staff. Risks are escalated appropriately, which enables good multi-agency working with partner agencies.

When a child has been missing from home, staff have followed procedures and been proactive. Return home interviews have been requested for the child by staff. This allows an independent person to speak with the child and provides an opportunity to understand the reasons for the child going missing from home.

There is a positive behaviour management plan in place. This is effective, and the child understands the expectations of the home. When consequences are put in place, they are reviewed by the interim manager and, on occasion, alongside the home therapist. This ensures that consequences are in line with the child's emotional needs.

The interim manager has established good links with the local police community support officer, who has been visiting the child at the home. This has also resulted in

the child being able to access a service within the community. This is reducing risks around criminalisation for the child.

Staff understand safeguarding and what processes to follow. They have received additional training when new risks have been identified for the child. This means that staff are skilled to meet the child's needs and risks have reduced.

The effectiveness of leaders and managers: requires improvement to be good

The home was closed between January 2023 and April 2023. Since the home reopened, there have been two interim managers in post. The current interim manager has not applied to Ofsted to be registered.

The current manager has provided stability to the home. Staff have been positive about the support and leadership provided. One member of staff told the inspector that the manager has been approachable and supportive to all the staff team.

The supervision of staff is taking place monthly. Supervision provides an opportunity for staff to reflect on their practice, and feedback is regularly recorded from the supervisor. Supervision is meaningful for staff and of good quality.

There is a consistent staff team supporting the child. When vacancies have arisen, the manager has used staff from other homes who already have supported the child. New staff coming into the home are suitably experienced and recruited safely. Staff are supported through an induction programme.

The manager needs to improve the effectiveness of monitoring within the home. The manager does not consistently ensure that all documents and plans for the child are kept up to date. This has the potential to reduce staff's understanding of how to meet the child's needs.

Before the inspection, the manager had not received copies of the child's local authority care plan and education, health and care plan. These were obtained during the inspection.

The manager has not made use of feedback from the child and relevant professionals when completing a quality of care review. In addition, the review lacked analysis and therefore was not a helpful tool to help improve the home.

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, The 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
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home. demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(f)(g)(i)(ii)(h)) This specifically relates to the manager ensuring that they quality assure and review documents and plans for the child. Review documents for the home, such as the quality of care review, should provide a thorough analysis. Feedback from partner agencies and children should be gathered and updated for plans and documents for the home.	11 October 2023
The registered person must maintain records ("case records") for each child which—	11 October 2023

include the information and documents listed in Schedule 3 in relation to each child;

are kept up to date; and

are signed and dated by the author of each entry.
(Regulation 36 (1)(a)(b)(c))

This specifically relates to local authority documents and plans being requested and added to the child's home file following looked after child reviews and educational review meetings.

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: 2527860

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: Grace Cookson

Registered manager: Post vacant

Inspector

Tracey Sykes, Social Care Inspector

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