

2582246

Registered provider: Sandcastle Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The children's home is owned by a private organisation.

The home can provide care for up to two children with social and emotional difficulties.

The registered manager has been in post since March 2020.

Inspection dates: 25 and 26 October 2022

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
---	--

How well children and young people are helped and protected	requires improvement to be good
---	---------------------------------

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

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 30 March 2022

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/03/2022	Interim	Improved effectiveness
01/09/2021	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

At the time of inspection, there were two children living in the home. Since the last inspection, one child has moved on due to an increase of risk-taking behaviour.

There are planned transitions in and out of the home. Children have the opportunity to visit and meet staff prior to moving in. Impact risk assessments are detailed, but they do not appropriately consider and evaluate children's individual and collective risks. Assessments also do not include a clear rationale around decision-making.

Children's plans contain lots of information. However, this information is not always consistent and does not correspond with information in children's other records. Risk assessments and behaviour support plans are not consistently updated following incidents, and the strategies to manage and reduce risks are not reviewed and evaluated.

Children's health needs are promoted by staff. Statutory health assessments have been completed and staff have supported children to complete identified actions. Staff ensure that children are supported to attend all medical appointments in line with their relevant healthcare plans.

Children are supported to enjoy a variety of activities and engage with the wider community. Children enjoy horse-riding, drama clubs and camping trips. Children have recently taken part in a charity walk along with those who care for them. This has encouraged positive and trusting relationships in the home.

Children are attending school full time and are making progress. The children's education plans are reviewed, and specialist provisions have been accessed to support children's learning. Incidents in school are not reflected in children's records and risk assessments, and there is no consideration of risks presented outside of the home.

Managers and staff support children to have positive relationships with family. Staff are proactive in making the necessary arrangements for children to spend time with those people that are important to them. One child stated, 'Getting to see my family has been the best thing about the home. Staff have really supported me to see them all again.'

How well children and young people are helped and protected: requires improvement to be good

Children said that they feel safe and well cared for. Children share that they are happy in the home and said that they can talk to staff if they have any concerns. Children said that staff listen to them and help them.

The response to risk is not sufficient. Leaders and managers do not effectively monitor and evaluate risks, including self-harm and child exploitation. Risk assessments do not contain relevant information and do not set out the actions to take to reduce risk. This means that children are vulnerable to harm.

Physical intervention is rare in the home and used as a last resort to keep children safe. However, children are not always spoken to within appropriate timescales following an incident and are not spoken to about the measure used. The child's experience of physical intervention is not always considered.

Positive behaviour is promoted in the home, although children are not always given clear boundaries. Children are not supported to understand appropriate behaviours and what is safe and acceptable. Leaders and managers do not review children's risk management plans following incidents, and there is no evidence that there are lessons learned to improve practice.

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

The home is managed by a qualified and experienced manager. The manager has brought together a warm and nurturing team that is child centred. Staff feel supported and valued by their manager and describe the manager as caring and approachable.

Leaders and managers do not regularly review children's relevant plans. This means that plans are out of date or not available. The manager requested information from the placing authority during the inspection. However, prior to the inspection, no action had been taken to request the missing documentation.

Supervision of staff is regular, and staff share that those sessions are supportive and valued by the staff team. Staff are suitably skilled, trained and experienced to meet the needs of the children.

Although the registered manager is monitoring the quality of care provided there are shortfalls because the registered manager is not using learning from practice to consistently inform the quality of care provided for children. In addition, previous requirements had not been met and are restated. The lack of action taken impacts on the quality of children's experiences and the care that they receive.

Furthermore, the home is not maintained to a high standard. The registered manager has not ensured that damage to the property is repaired, or that outstanding repairs are completed, within appropriate timescales.

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
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— an understanding about acceptable behaviour. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to develop socially aware behaviour; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(b) (2)(a)(ii)(iii)(iv)(v)(xi)) This is a repeated requirement, and relates specifically to staff supporting children in a positive way following incidents to understand acceptable and appropriate behaviour.	7 December 2022
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure—	7 December 2022

that staff— assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; take effective action whenever there is a serious concern about a child’s welfare. (Regulation 12 (1) (2)(a)(i)(vi))	
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— ensure that the home’s workforce provides continuity of care to each child; 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 use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(e)(f)(g)(i)(h)) This is a repeat requirement. This relates to leaders and managers ensuring that the care provided is regularly reviewed and evaluated; managers should use any learning to improve the practice and care provided. In addition, the registered manager should ensure that relevant plans and records are accurate and up to date. Managers are to review and appropriately act on any known risks to children. The manager and responsible individual should take action to	7 December 2022

repair any damages in the home so that the home is maintained to a high standard.	
The care planning standard is that children— receive effectively planned care in or through the children's home. In particular, the standard in paragraph (1) requires the registered person to ensure— that each child's relevant plans are followed. (Regulation 14 (1)(a) (2)(c)) In particular, the registered person should ensure that children's relevant plans are up to date and in place.	7 December 2022
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the effectiveness and any consequences of the use of the measure; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(vii)(c)) This is a repeat requirement.	7 December 2022
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, the registered person must include the placing authorities for each child within the admissions and discharge register.	7 December 2022

Recommendations

- The registered person should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. The system should cover the action that should be followed if the event arises at the weekend or on a public holiday. Notification must include details of the action taken by the home's staff in response to the event. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.13)

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: 2582246

Provision sub-type: Children's home

Registered provider: Sandcastle Care Limited

Registered provider address: Sandcastle Care Ltd, 49 Whitegate Drive, Blackpool
FY3 9DG

Responsible individual: Penelope Rafferty

Registered manager: Susan Towers

Inspector

Nichola Croft, 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 2022