

# 2582247

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 operated by a private organisation and is registered to provide care for up to two children. The provider states in their statement of purpose that they provide therapeutic support for children with social, emotional and behavioural difficulties.

The manager has been registered with Ofsted since March 2022.

### Inspection dates: 28 February and 1 March 2023

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| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>requires improvement to be good</b> |
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| How well children and young people are helped and protected | requires improvement to be good |
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| The effectiveness of leaders and managers | requires improvement to be good |
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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:** 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                 |

## Inspection judgements

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

The home is large, modern and welcoming. There is currently one child living in the home. They said, 'It is the best children's home that I have stayed in.'

Children engage in regular support sessions. This helps them to talk openly with staff while building trusting relationships. Furthermore, some children engage in therapy sessions with the company psychologist. This gives children the opportunity to explore and regulate their emotions.

The quality of care plans are inconsistent. As a result, staff are unable to follow fully informed plans for some children. This affects children's transitions into and out of the home.

Children do not consistently make progress with their education. One child does not have a structured timetable in place. However, there is clear communication between staff and the virtual school to resolve this concern.

Staff help children to make complaints when they are unhappy. Staff advocate on behalf of the children and help to resolve any complaints with placing local authorities.

The staff team helps children to maintain family time with the people who are important to them. They also carry out life-story work, which helps children to understand their backgrounds and history.

Staff encourage children to take part in their statutory meetings and to contribute to their records. This helps children to understand the decisions being made about their lives.

Staff help children to develop their independent living skills. One child successfully moved into semi-independent accommodation following several years living at the home.

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

Children's risk-management plans lack clear strategies to keep some children safe. This does not help staff to understand how to manage some risks. The manager is improving risk-management processes and communication with placing authorities. The child currently at the home said that they felt safe living there.

Managers do not consistently report serious incidents to Ofsted within the required timescale. This means the regulator has no initial oversight of what action staff take to keep children safe.

The manager keeps children's missing-from-home protocols up to date. This provides detailed guidance for staff to follow if children are missing. This means that staff respond well, to reduce the time that children are missing.

Managers use door alarms in children's bedrooms as a safeguarding measure. However, they do not regularly review or evaluate the need for the alarms. As a result, this may unnecessarily limit children's privacy and access in the home.

Physical interventions are minimal and proportionate. Children and staff review incidents, which helps them to reflect and learn. However, staff use jargon when describing incidents in children's records. This means that physical intervention records are unclear.

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

Staff receive regular supervision and appraisal. They feel fully supported in their roles and enjoy working at the home. Staff also attend a wide range of training to develop their skills and knowledge. One worker said, 'The manager is always positive and is very supportive.'

Leaders and managers do not challenge the placing authority effectively. This means that children's plans are not always up to date and do not fully reflect their needs or achievements. In some cases, plans were not provided. This affects children's progress. It also means that there are shortfalls in the manager's auditing system.

The manager understands the importance of building trusting relationships with children. They ensure that children receive care from a consistent staff team and use safer recruitment processes when filling staff vacancies.

The manager promotes a consistent therapeutic model of care. The team considers the underlying causes of children's behaviours, and this helps children to manage their emotions. This enables staff to sensitively support children who experience traumatic events.

Leaders and managers act quickly in response to allegations made against staff. The manager listens to children's concerns and takes appropriate action to ensure that children are safeguarded.

The manager provides a regular quality of care review. However, they do not consistently include or evaluate the views of children, their parents and placing authorities in the report. Therefore, it is not always clear how the manager considers the views of others to make changes.

## 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      |
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| <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>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;</p> <p>help each child to understand how to keep safe;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(vi))</p> <p>In particular, that managers fully assess risks to children's health and well-being and implement robust plans to manage those risks.</p> | 17 March 2023 |
| <p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that arrangements are in place to—</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 17 March 2023 |

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| <p>plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority;</p> <p>that each child's relevant plans are followed.<br/>(Regulation 14 (1)(a)(b) (2)(b)(iii)(c))</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                      |
| <p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>help each child to achieve the child's education and training targets, as recorded in the child's relevant plans;</p> <p>support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study;</p> <p>understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;</p> <p>help each child to understand the importance and value of education, learning, training and employment;</p> <p>promote opportunities for each child to learn informally;</p> <p>help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible;</p> <p>help each child to attend education or training in accordance with the expectations in the child's relevant plans; and</p> <p>that each child has access to appropriate equipment, facilities and resources to support the child's learning.<br/>(Regulation 8 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(x)(b))</p> | <p>17 March 2023</p> |
| <p>In meeting the quality standards, the registered person must, and must ensure that staff—</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>31 March 2023</p> |

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| <p>seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans;</p> <p>seek to secure the input and services required to meet each child's needs;</p> <p>if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans; and</p> <p>seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5 (a)(b)(c)(d))</p> <p>In particular, that the registered manager ensures that all relevant plans are in place when children move into the home. Furthermore, that managers take appropriate action if there are concerns or delays in this process.</p> |               |
| <p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(c)(e))</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 17 March 2023 |
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 31 March 2023 |

the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;

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;

use monitoring and review systems to make continuous improvements in the quality of care provided in the home.  
(Regulation 13 (1)(a)(b) (2)(a)(f)(h))

## Recommendations

- The registered person should ensure that any restriction of children's privacy, such as the use of bedroom door alarms, is informed by a rigorous assessment of children's needs and is regularly reviewed. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.10)
- The registered person should ensure that records relating to physical interventions clearly record and describe the actions taken by staff to restrict the movement of the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59)
- The registered person should undertake a review of the quality of care every six months, informed by the opinions of children, their parents, placing authorities and staff. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.2)

## 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:** 2582247

**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:** Lynton Hammonds

## Inspectors

Mark Woodbridge, Social Care Inspector  
Helen Fee, Social Care Inspector

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