

# 2590726

Registered provider: Sandcastle Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

A private company owns this home. The home provides care for up to two children with emotional and social difficulties.

There were two children living at the home at the time of the inspection.

The manager registered with Ofsted in December 2022.

### Inspection dates: 8 and 9 February 2023

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people, taking into account</b> | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| 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:** 8 June 2021

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 08/06/2021      | Full            | Outstanding          |

## **Inspection judgements**

### **Overall experiences and progress of children and young people: good**

Staff know the children well and always place the well-being of individual children at the centre of their practice. The children said that they are happy living at the home and that if they have a problem they can talk to staff and they will always help.

Each child has individualised plans which are detailed and give clear guidance to staff. Staff have demonstrated a good understanding of what the plans are.

Family time is supported in line with relevant plans, ensuring it meets the individual needs of the children so that they can maintain relationships which are important to them. Children are also encouraged to take part in activities and hobbies that they enjoy. This means that children can build skills and strategies to form and maintain relationships and gain a sense of their own identity.

Children who are new to the home are always welcomed sensitively and with the best possible planning. There is a robust referral process, which is used to assess the needs of children who already live at the home and the impact for children who may be new to the home. This ensures that there is a child-centred approach when making decisions about whether children live together.

Children who have left the home have left in a positive way in line with their individual plans. One child was supported and encouraged to develop their independent living skills. This targeted work helped prepare them for adulthood, which meant they were able to move into a semi-independent placement.

Children are making good progress with their education. When children have faced difficulties with attending, the manager and staff have advocated on their behalf and have challenged the virtual school to ensure that their educational needs are met.

Staff are proactive in seeking health advice when needed. They work in partnership with health professionals to ensure that the children's health needs are met and that the children have access to necessary health services.

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

Each child's individual risks are detailed in their risk-management plans. These are robust documents which are frequently updated and give staff clear guidance to ensure consistent responses to children's behaviours. Staff understand these documents and put them into practice. However, the manager and staff should ensure that plans contain current information and do not refer to accompanying documents which are no longer in use.

Staff respond with clear boundaries about what is acceptable behaviour. They seek to understand the children's individual needs and to support the children to manage their own behaviours and emotions appropriately.

Incidents of holding children are reasonable and proportionate. They are recorded appropriately, and all relevant professionals are notified. The manager has evaluated each incident, and children are given the opportunity for a debrief after a hold has taken place. However, these debriefs focus on the child's behaviour and do not ensure that the child understands the reason why a hold was necessary. In addition, staff are not always spoken to when they have held a child.

There are some shortfalls in recruitment processes. Gaps in staff's employment history are not always explored. The provider needs to ensure that recruitment of staff is consistently robust and in line with regulation, to ensure that all staff are safe to work with children.

Direct work takes place around relevant topics, such as e-safety, emotional well-being and education. This helps the children to learn how to keep themselves safe. These sessions are proactive but are also delivered in response to new risks that arise.

When children go missing from care, there are clear and comprehensive plans in place for staff to follow. The manager and staff work collaboratively with external professionals, such as the local police and missing-from-home team, to ensure well-coordinated responses when children go missing from the home. Staff have been proactive in ensuring that children's well-being remains a priority while they are away from the home.

### **The effectiveness of leaders and managers: good**

There is a registered manager in post who has high expectations for what all children can achieve. The staff are positive about the manager and describe a supportive environment. Staff spoken to describe the manager as a 'good role model' who is readily available to provide advice and guidance.

The manager understands each child's individual needs and encourages the achievement of important milestones and goals. The manager monitors the progress that individual children make and can demonstrate the positive impact that living at the home has had on children's progress and development.

There are systems in place for effective monitoring of the home. These ensure that the manager has good oversight of the home and is able to identify and address any issues.

Team meetings are well attended and occur monthly. They cover topics which are relevant to the current matters arising at the home. The meetings are used as a development opportunity for the team.

Staffing is consistent. There is a core team of staff in place who are suitably trained in mandatory subjects and to meet the children's individual needs. Staff are provided with regular supervisions which are supportive and give them the opportunity to reflect on how their practice affects the care for children.

The manager notifies Ofsted of significant events which occur at the home. However, these notifications are not always sent in a satisfactory timescale. This affects external monitoring of children's safety and welfare.

The manager and staff work positively with external professionals, such as social workers and the virtual school, to build effective partnership working. This promotes positive outcomes for children.

## 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      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <p>The requirements are that—</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (3)(d))</p> <p>Specifically ensure that any gaps in employment are fully explored and recorded.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 13 March 2023 |
| <p>The registered person must prepare and implement a policy ("the behaviour management policy") which sets out—</p> <p>how appropriate behaviour is to be promoted in the children's home; and</p> <p>the measures of control, discipline and restraint which may be used in relation to children in the home.</p> <p>The registered person must keep the behaviour management policy under review and, where appropriate, revise it.</p> <p>The registered person must ensure that—</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>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 (1)(a)(b) (2) (3)(b)(i)(c))</p> | 13 March 2023 |

## Recommendations

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording, specifically ensuring that risk management plans include current information and do not include incorrect children's names. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. 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:** 2590726

**Provision sub-type:** Children's home

**Registered provider:** Sandcastle Care Limited

**Registered provider address:** 49 Whitegate Drive, Blackpool FY3 9DG

**Responsible individual:** Guy Sharrocks

**Registered manager:** Anthony Carr

## Inspector

Katie Tomlinson, Social Care Inspector

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