

2595021

Registered provider: Sandcastle Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is one of a number operated by a large private organisation. It is registered to provide care for up to two children who experience social and/or emotional difficulties.

Inspection dates: 14 and 15 March 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: 9 November 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/11/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The manager and staff provide children with individualised care. Children's plans are understood and followed by staff. This ensures that children receive consistent care.

One child has made substantial progress in education and has recently enjoyed a skiing trip abroad with school. This supports them to develop their knowledge and social skills and experience new cultures and activities. The manager is proactive and works with education colleagues to source appropriate education for the children when they move in. One child said, 'I just want to get an education, so I can do well in the future.'

Staff prioritise children's health and well-being and encourage children to attend routine health appointments. Children engage with the company's therapist. This ensures that the children's emotional health and well-being needs are met.

Children moving into the home do so in a planned way. However, the manager does not always ensure that he has sufficient information about the children before they move in. This would improve his decision-making process. At times, some children moved on from the home sooner than planned. This could lead to children feeling a sense of rejection.

The home is decorated and furnished to a high standard. Children are encouraged to have a choice in the decoration of their bedrooms and to personalise their own space. This supports the children to develop their identity and creates a sense of belonging. However, the therapy room has mould on the walls and ceiling, and a child's bedroom has a hole in the wall. Work is required to maintain these areas to promote the children's safety and welfare.

Staff support children to see their family and friends. Staff have good relationships with family members, which means that children can maintain relationships with people who are important to them. One family member said, 'I think it's amazing; they help my child and keep me informed.'

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

The safety and welfare of children are at the centre of staff practice. This helps staff keep children safe. Children's risk assessments and behaviour support plans address their vulnerabilities and include clear strategies for staff to follow. Plans are reviewed and updated following any incidents.

A child said that they are safe, and staff help them to stay safe. On occasions when children go missing from home, staff know how to respond. They take appropriate action and are proactive in locating the child and encouraging their safe return in

line with protocols. Children have the opportunity to speak to someone independently to share any worries.

All staff are trained in physical intervention and de-escalation techniques. However, positive relationships between children and staff mean that staff can de-escalate incidents effectively to keep children safe. Allegations are managed well. Leaders take appropriate action and communicate effectively with other professionals to ensure that children are safe living in the home.

It is rare that the manager and staff have to give the children consequences. However, when this has happened, leaders and managers need to ensure that the consequence is proportionate and recorded correctly.

Professionals are complimentary about the quality of the care children receive, and they gave positive feedback to the manger, saying, 'Your home is one of the best. You have been very helpful in sharing information. [Name of professional] could not praise your staff and you enough.'

The manager has risk assessed the location of the home to ensure that the children remain living in a safe area. However, it would be beneficial to gather feedback from professionals about potential risks in the area to allow the manager to put strategies in place to reduce any perceived risks.

The effectiveness of leaders and managers: good

The manager is suitably skilled and experienced. He holds the relevant qualification. He is child-centred, motivated and has good oversight over the child's plans. He is approachable and open to new ideas. The manager ensures that the children are listened to.

All staff receive regular supervision and have recently had an annual appraisal. The majority of staff are qualified, and the ones who are not are working towards their childcare qualifications. All staff are up to date with their training and take part in regular team meetings. This ensures that staff can reflect on their practice to continue to meet the needs of the children in their care.

Staff spoke highly of the manager and told the inspector that they enjoy working in the home and feel valued and supported. One member of staff stated, 'It's been a breath of fresh air coming here. I absolutely love working here.'

The manager has robust monitoring systems in place to look at the strengths and weaknesses of the service. He takes swift action when any shortfalls arise. The manager reviews the home on a six-monthly basis. This gives a clear overview of the service, but it would benefit from having consistent feedback from children, parents, professionals and staff. This would support the manager in further developing the service.

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 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— that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1)(d)) This specifically relates to fixing the plaster in the bedroom and ensuring that the therapy room is free from mould.	23 April 2023
The registered person must keep the behaviour management policy under review and, where appropriate, revise it. 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— details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used;	23 April 2023

the effectiveness and any consequences of the use of the measure; and

a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;

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")—

has spoken to the user about the measure; and

has signed the record to confirm it is accurate; 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 (2) (3)(a)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))

This specifically relates to the recording of consequences.

Recommendations

- The registered person should actively seek independent scrutiny of the home and make best use of information from independent and internal monitoring (including under regulations 44 and 45) to ensure continuous improvement. They are responsible for proactively implementing lessons learned and sustaining good practice. ('Guide to the Children's Home Regulations, including the quality standards', page 55, paragraph 10.24)
- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans and where they have fully considered the impact that the placement will have on the existing group of children. ('Guide to The Children's Home Regulations, including the quality standards', page 56, paragraph 11.4)
- The registered person must ensure that the home is suitably located so that children are effectively safeguarded and can access services to meet needs identified in their relevant plans (see regulations 12(2)(c)). Under regulation 46, the registered person should review the appropriateness and suitability of the location and premises of the home at least once a year. The review should include the identification of any risks and opportunities presented by the home's location and strategies for managing these. In particular, ensure that feedback is received from relevant stakeholders to inform the review of the home. ('Guide to the

Children's Home 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 Regulations, including the quality standards'.

Children's home details

Unique reference number: 2595021

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: David Lahey

Registered manager: Sean Roberts

Inspector

Julie Elder, Social Care Inspector

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