

SC015254

Registered provider: Castle Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately run and provides care for up to five boys. The remit of the home is to care for children with emotional and social needs. Children may also have learning disabilities.

The manager is suitably experienced and registered with Ofsted in March 2023.

Inspection dates: 21 and 22 May 2024

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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 21 February 2024

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/02/2024	Full	Requires improvement to be good
04/01/2023	Full	Good
28/06/2021	Full	Outstanding
19/02/2020	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

There were three children living at the home at the time of inspection. One child has moved on from the home in a planned move. The children are settled and talk positively about living at the home.

Children have good relationships with staff. Children feel comfortable to talk to staff about sensitive subjects. Staff are appropriately trained and knowledgeable to support children's specific needs.

The children all engage in education. Managers advocate for children to ensure that their education provision meets their learning needs. When there is no school place available, staff support children to complete schoolwork provided by tutors.

A therapist works at the home to support the children. Children have weekly face-to-face sessions with the therapist, who is child-focused and tailors his work to children's individual needs. Staff are given guidance on approaches that take into account the children's therapeutic needs.

All children are registered with primary health services. Children attend medical appointments with their chosen member of staff. This support has allowed one child to benefit from dental treatment.

Children's views and wishes are taken into consideration. When this is not possible, managers and staff talk to children about the reasons for this.

The home is a welcoming environment. Children are involved in choosing the decoration for the home, and their artwork is displayed on the walls. One child has had a boarded-up broken window in their bedroom for two weeks. Another window had been broken for over a month. The manager does not have systems to monitor the timely progress of maintenance work.

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

Children's risk assessments are clear and cover children's individual risks. Children are involved in writing and reviewing their plans. This helps children to understand their risks and how the staff keep them safe. Placement plans are child friendly and easy to understand.

Children have restrictions in place to keep them safe. Children understand the reasons for any restrictions and are involved in regularly reviewing these with staff. Children work towards goals of gaining more independence which they have achieved in different

areas. One child is now able to go to the local shops alone without staff. Another child now has access to a smart phone. Children recognise the progress they are making.

The home's fire risk assessment was not reviewed in the timescale identified within the assessment. The manager completed the review late, but this identified no concerns regarding fire safety and so did not impact on children's safety. This late review could place children at risk of living in an unsafe environment.

Restraints are used when necessary and are proportionate. However, there is no system to monitor the number of restraints. The manager is unclear how many restraints had occurred since last inspection. Managers do not always include their comments following restraints within the required timescales. This reduces learning from restraints and may mean that patterns or trends are not identified.

The effectiveness of leaders and managers: good

The manager is experienced and qualified for the role. She is supported by an equally committed deputy manager. The managers know the children well. The manager understands the progress that children make and is aspirational for them. The manager is aware of the areas of development and has identified plans to support these areas.

There is a stable staff team. This means children are provided with care by consistent adults who they know. Staff are dedicated to supporting the children. This creates a positive culture at the home.

Staff supervision sessions and team meetings take place regularly. This supports staff to develop their knowledge and reflect on their practice. Staff feel supported by the manager.

Professionals and families are positive about communication from the management team and staff. Professionals said that they feel children are making progress.

Staff undertake relevant training for their roles. Training specific to children's needs has been undertaken. Further training events have been booked for staff to attend to improve their knowledge and skills.

There has been one serious incident which was not notified to Ofsted. The manager took appropriate actions following this incident and the placing authority was informed. This did not impact on children's safety or other actions taken by the manager. However, this limits Ofsted's oversight of 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— promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(b) (2)(h)) In particular, to ensure that there are systems in place to monitor the number of restraints, the progress of maintenance tasks and the annual fire risk assessments review.	12 July 2024
The registered person must ensure that— 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 signed the record to confirm it is accurate. (Regulation 35 (3)(b)(ii))	12 July 2024
The registered person must notify HMCI and each other relevant person without delay if— there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e))	12 July 2024

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: SC015254

Provision sub-type: Children's home

Registered provider: Castle Homes Limited

Registered provider address: The Forge, Church Street West, Woking, Surrey GU21 6HT

Responsible individual: Helen Llewellyn

Registered manager: Sarah King

Inspectors

Leanne Lyon, Social Care Inspector
Andrea Bounden, Social Care Inspector

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