

SC020545

Castle Homes Care Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is part of a large private organisation. It offers care for up to five children or young people.

The manager of this home has been registered with Ofsted since July 2020. She has completed the Level 5 diploma in leadership and management for health and social care children and young people's services (residential management pathway).

Inspection date: 21 January 2021

This monitoring visit

This visit was carried out following an increase in safeguarding notifications to Ofsted. There were concerns identified around physical restraint practice used by staff during incidents with children. Due to the COVID-19 (coronavirus) pandemic Ofsted completed a risk assessment and made the decision to complete the inspection remotely.

Ofsted last inspected the home in November 2019, when the inspector judged the service to have been good in all areas of practice.

There are currently three children living in the home. Since the last inspection, two children have left and one child has moved into the home. Two moves have been planned and the other was unplanned. Overall, the home is settled, and children enjoy positive relationships with each other.

There is an established staff team which provides consistent care for children. Staff work hard to develop and maintain strong and supportive relationships with children. One child told their social worker that they loved living in the home and felt safe.

Staff understand how to manage risk and work hard to keep children safe. Where there are identified risks in relation to physical aggression for one child, staff were able to explain to the inspector how they managed these. The behaviour

management strategies are clearly recorded in the child's risk assessments and provide clarity to staff. As a result, this keeps children safe in the home.

Staff only use physical intervention with children as a last resort to keep children and staff safe. There have been a number of significant incidents requiring physical restraint with one child. These incidents sometimes lead to staff receiving injuries and there has been extensive damage to the physical environment. When managing this behaviour, staff do not always use physical intervention techniques identified in the training they receive. However, the registered manager has a good oversight of the records and ensures that these incidents are reviewed by the responsible individual, an independent manager and the local authority designated officer. The review process confirms that carers act appropriately and proportionately in response to the level of risk presented. The registered manager ensures that debriefs take place with staff and children to reflect on incidents. This reflection provides children with the opportunity to express their wishes and feelings after a significant incident.

Staff complete a range of training to enable them to support and safeguard children. In response to one child's specific needs, staff completed an additional physical intervention training session with the Team Teach trainer. However, following further incidents, there have been delays in staff accessing more advanced physical intervention training, as identified by the trainer. This means that opportunities to develop the staff team's confidence and learning when dealing with challenging behaviour have been missed.

The registered manager provides reassurance and support to the staff team. Staff describe her as approachable and feel that she helps them to develop their practice. This impacts positively on the care that children receive in the home.

The number of sanctions and consequences given to children by staff are low. However, on two occasions staff have given a sanction which was not proportionate to the behaviour displayed. This means that children miss out on learning opportunities and reflection to improve their behaviour.

The home uses bedroom door alarms to safeguard children where there are risks. The registered manager regularly reviews the need for this type of surveillance in the home. However, following a recent review, there remains a door alarm in place for one child despite there being no current concerns. This intrudes on the child's privacy.

Staff work effectively with professionals when supporting children. Feedback from external professionals is positive about the care provided by staff. In relation to one child, a professional commented 'the home did everything in their power to support and keep [name of child] at the home and I cannot fault them'.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/11/2019	Full	Good
19/11/2018	Full	Good
23/11/2017	Full	Outstanding
31/01/2017	Interim	Improved effectiveness

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 registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24 (1)(d)) This relates to a delay in removing the bedroom door alarm for one child, which was assessed to be no longer required following a review of the risk assessment by the registered manager.	19 February 2021

Recommendations

- The registered person is responsible for ensuring that all staff have been adequately trained in the principles of restraint. Furthermore, the registered person should ensure that any restraint techniques applied are appropriate to the needs of the children in the home as defined in the home's Statement of Purpose. ('Guide to the children's homes regulations including the quality standards', page 49, paragraph 9.57)
- The registered person must ensure that any sanctions used to address poor behaviour should be restorative in nature, to help children recognise the impact of their behaviour on themselves, other children, the staff caring for them and the wider community. The registered person must review all sanctions and recognise it will be important for children to make reparation in some form to anyone hurt by their behaviour. The staff in the home should be skilled to support children to understand this principle and carry it out in the home. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.38)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC020545

Provision sub-type: Children's home

Registered provider: Castle Homes Care Ltd

Registered provider address: Fifth Floor, 80 Hammersmith Road, London W14 8UD

Responsible individual: Sophie Nicholls

Registered manager: Jemma Mitchell

Inspector

Dean Wilton, 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 looked after children, 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

<http://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 2021