

SC020545

Castle Homes Care Limited

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 provides care for up to five children with complex behaviours due to their childhood experiences. The home was registered with Ofsted in December 1998.

The registered manager voluntarily cancelled their registration in August 2022. There is an interim manager in post, but she is yet to submit her application to Ofsted.

Inspection date: 26 September 2022

This monitoring visit

At the interim inspection on 16 March 2022, serious failings were identified in the leadership and management of the home. These shortfalls were found to compromise the safe care of children and their experiences of living at the home. The home was judged to have declined in effectiveness. In addition, a compliance notice was issued in relation to regulation 13 (the leadership and management standard).

This children's home was judged to be requires improvement to be good at the full inspection in May 2022. However, shortfalls remained in the leadership and management of the home, and this was judged to be inadequate. A compliance notice in relation to regulation 13 was reissued.

An assurance visit was completed on 14 July 2022. The inspector identified serious and widespread concerns in the leadership and management of the home. In response, Ofsted issued a notice of restriction of accommodation. In addition, compliance notices were issued under regulations 12 and 32. Furthermore, the compliance notice under regulation 13 was issued for a third time.

At the time of this monitoring visit, one child was living at the home. One child has left the home after moving to semi-independent accommodation. This was a well planned and positive transition for the child.

The home continues to use agency staff. However, this is an improving picture and there is a more consistent staff team caring for the child. There are improved arrangements for the induction of agency staff, which ensures that they have a better understanding of the day-to-day life of the child and of the policies and procedures of the home. In addition, recruitment practices have improved. This ensures that leaders are assured that sufficient checks have been completed on the adults who work with children.

Serious incidents are now reducing in the home and the child is more settled. There have been no recent episodes of the child going missing or incidents requiring staff to use physical restraint. Staff now also ensure that they monitor the use of the internet and the child's use of technology more efficiently. In addition, key-work sessions are more consistent and are helping the child to understand and manage their own risks. This practice ensures that the child is kept safe.

Leaders and staff take sufficient action to ensure that family time is planned well for the child. There are good safety plans in place to manage any areas of potential concern. Staff ensure that there is good communication with the local authority, and there is a well-coordinated response to address potential risks that arise when the child spends time with their family. This ensures that the child's experience of family time is safer.

Leaders now take sufficient action to respond to the child's complaints. The child is kept up to date about the progress of their complaints, and they are also made aware of any delays in reaching a resolution. The outcomes of complaints are child-focused, and the needs of staff who are subject to any complaints are also sufficiently considered. This practice ensures that the child feels listened to.

Staff now demonstrate a good understanding of the child's identity and cultural needs. For example, staff are now supporting the child, who has previously struggled with their identity, more effectively. As a result, the child is developing their self-esteem and confidence.

Staff are continuing to develop a positive relationship with the child. This has contributed to the child's confidence increasing, and they are presenting as being happier. As a result, their experiences are continuing to improve.

The home environment has improved. The child's bedroom is nicely decorated and personalised to their taste. Consequently, the overall environment is welcoming and homely.

The arrangements to manage, administer and dispose of children's medication safely are poor. Staff and managers have failed to identify that one child has continued to use medication several months after its expiry date. Manager's audits of children's medication had failed to identify this shortfall.

On one occasion, staff did not follow a child's positive behaviour plan and they used an ineffective intervention that resulted in an escalation in the child's behaviour. The recording of the incident was poor, and managers did not record their oversight of the incident. This was an isolated incident and is not indicative of the improving practice in the home.

Overall, risk assessments have improved. However, in some examples, they lack pertinent guidance about strategies staff should use to manage risks to and risks posed by children. For example, one child's risk assessment fails to provide sufficient detail about how staff should manage their emotional health needs. Another child's risk assessment does not refer to the ongoing challenges of their relationship with staff. Managers recognise the need to ensure that risk assessments are of a consistent quality, and they are working hard to achieve this.

Although some improvements identified at this inspection are in their early stages, sufficient progress has been made to lift the notice of restriction of accommodation, and the three compliance notices are deemed to have been met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/05/2022	Full	Requires improvement to be good
16/03/2022	Interim	Declined in effectiveness
28/09/2021	Full	Requires improvement to be good
26/11/2019	Full	Good

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 must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (Regulation 23 (1)) In particular, the registered person should ensure that there are adequate arrangements for the safe management, administration and disposal of children's medication.	23 December 2022

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 Limited

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

Responsible individual: Sophie Nicholls

Registered manager: Post vacant

Inspector

Mazviita Makiyi, Social Care Inspector

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