

SC020630

Registered provider: Castle Homes Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is part of a private organisation. The home provides care for up to six children aged 5 to 18 years, who have experienced childhood adversity.

The current manager has been registered since December 2022. She is working towards her Level 5 diploma in Leadership and Management in Residential Care.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection dates: 17 and 18 July 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: 22 June 2022

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
22/06/2022	Full	Requires improvement to be good
01/03/2022	Full	Requires improvement to be good
28/01/2020	Full	Good
06/03/2019	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, one child was living at the home. No children have moved into or from the home since the last inspection.

The child enjoys good and supportive relationships with a committed staff team. Staff enjoy their work and understand how to support the child. This helps the child to make consistent progress. Staff value the wishes and feelings of the child and use the child's views to improve their practice. The child told the inspector that they feel safe and cared for due to the support given by staff.

Staff help the child to enjoy positive and memorable experiences. This includes caring for house pets and growing fruit and vegetables. These opportunities give the child a sense of pride and achievement.

Encouragement from staff has helped to ensure that the child's health needs are met. Initially, the child had not wanted to visit the local doctors. Staff liaised with the surgery and arranged for a doctor to visit the home. This helped the child to feel at ease and to engage in the appointment.

Staff support the child to make progress with their education through ensuring that the child has a good routine and the necessary resources to help their learning. When there have been difficulties with the child's education, the registered manager has challenged professionals to ensure that action is taken to help meet the child's educational needs.

The home is beautifully decorated. The design is very child focused and personalised, with ample space for children to socialise and thrive.

Staff help the child to develop their social skills. The child enjoys horse riding lessons and attends a social group in the local community. Involvement in community groups provides the child with a feeling of belonging.

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

Staff have a good understanding of the child's missing-from-care plan. When missing incidents arise, staff respond promptly and follow the protocol to locate the child. As a result, the child has always been located quickly and safely returned home.

Leaders manage allegations against staff appropriately. On one occasion, when the child raised a concern about the registered manager, a senior manager acted promptly to ensure that the child was safe and listened to. Following the incident, opportunities for learning were explored with the registered manager. This demonstrates a thorough and timely response to the child's concerns.

Staff respond therapeutically to complex behaviour and understand the reasons why the child presents in particular ways. A collaborative and child-focused approach by staff helps to ensure consistency for the child. On one occasion, a staff member actively protected the child from passing cars during an incident. The child was given space following the incident in order to speak about their feelings and what had taken place. As a result, the child felt listened to and better understood.

Consequences for poor behaviour by the child are fair and effective. The staff provide the child with chances to learn from their behaviour. On one occasion, when an incident involved a house pet, the staff supported the child to undertake a project to explore the animal's needs. This helped the child to grow their understanding of how to safely care for the home's pets with staff support.

Staff educate the child about how to keep safe, including learning about healthy relationships. This has helped the child to build positive relationships with the staff and peers in the community.

The effectiveness of leaders and managers: good

The registered manager is committed to the progress of children and the development of staff. She has worked with the responsible individual in order to ensure the continuous development of the home. As a result, staff feel enthusiastic about their work and the support that they receive.

The registered manager has good working relationships with partner agencies, and promptly raises concerns when children are not getting the support that they need. Challenge from the registered manager has helped to ensure that an assessment for attention deficit hyperactivity disorder was progressed for the child after some delay.

The manager safely recruits staff. Leaders ensure that the required checks are completed for new staff prior to them starting work in the home. The responsible individual also carries out an audit to ensure that all of the necessary information has been received. This rigour helps to ensure that staff are safe to work with children.

Staff have the opportunity of training that is tailored to the individual needs of children. This includes trauma-informed work with the home's therapist and training with the responsible individual about therapeutic parenting. However, the registered manager has not ensured that all staff have completed missing-from-care or e-safety training so as to help support their knowledge and understanding in these areas of children's care.

Not all staff are suitably qualified to work with children. Currently, one staff member is out of timescale for completion of a relevant level 3 qualification.

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
For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. The registered person may defer the relevant date if the individual— does not work, or has not worked, in a care role in a home for a prolonged period; or works, or has worked, in a care role in a home on a part-time basis. (Regulation 32 (4)(a)(b) (5)(a)(b) (6)(a)(b))	23 October 2023

Recommendation

- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs, and should understand the key role they play in the training and development of staff in the home. ('Guide to the Children's Homes Regulations, including quality standards', page 53, paragraph 10.11)

Information about this inspection

The inspector has 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: SC020630

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: Marie Manton

Inspector

Chanel Bryant, Social Care Inspector

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