

SC377825

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 owned by a private company and provides care for up to three children. Children living at the home have experienced neglect or abuse which has led to them displaying complex behaviours. Some children may have learning disabilities.

The manager has applied to be registered with Ofsted. They are working towards a level 5 qualification in leadership and management.

Inspection dates: 10 and 11 May 2023

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: 4 March 2023

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
04/03/2023	Full	Requires improvement to be good
01/03/2022	Full	Good
19/12/2019	Full	Good
04/07/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

One child lives in the home. They have lived there for more than two years. Since the last inspection, one child has moved out in line with their plans and returned to live with their family.

The child who moved out of the home received leaving gifts to help them with their independence, including a bike they had chosen to help them travel independently. Staff held a party for the child, and the previous manager, who had a good relationship with the child, also attended. The child's social worker shared what a thoughtful touch this was.

The home is a homely environment. It provides space for children to spend time alone and together with other children and staff. Children's bedrooms are personalised to their likes. Prior to children moving into the home, their bedroom is freshly painted, providing a space for them to personalise and make their own.

There are photos of children and staff displayed in the home, which helps children to feel a sense of belonging. Managers have compromised with the health and safety team to reduce the signage in the home to help make the environment feel more homely.

The child is attending education and has begun a new course in line with their future aspirations. Staff are working in conjunction with the child's education staff and social worker to ensure that they are all aware of the child's progress and any obstacles to learning. Staff actively encourage the child to attend regularly and are considering ways to reward their attendance. The child is making significant progress from their starting point.

Staff celebrate children's achievements and birthdays. The home is decorated with banners and children receive presents they have wanted. Staff take photos of children to keep as memories, so that children can look back on the good times they experience.

The manager has spoken with the child about a new child moving into the home. The child told the inspector about this discussion. Consequently, the child feels important, cared for and well informed.

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

There have been no safeguarding concerns or incidents of concern throughout this period. Staff have plans to help them take appropriate action if an incident should arise.

The child shared with the inspector they feel 'happy and safe' living in the home and can talk with any of the staff if they have concerns.

Staff know the child well. They understand the child's personality, what impacts their mood and feelings, and how to support them. Consequently, incidents are avoided, and the child feels well supported. The child shared with the inspector that the staff have helped them be calmer. The difference in the child's behaviours has also been noticed by their parent, who recognised they are now more 'chilled'.

Staff educate the child on topics to help them understand how to keep themselves safe, including positive relationships, sexual health and drug use. This is done in a child-friendly way and collated in a workbook the child can refer to.

The child continues to see people who are important to them. Staff transport the child, despite the long distance. Staff recognise the importance of the relationships and have good relationships with the people who the child spends time with. Staff phone the child to ensure that they are safe when they are away from the home, and this helps reinforce that the staff care about the child.

The effectiveness of leaders and managers: good

The manager has worked in the home for several years. As a result of this, she knows the home, staff team and child well. She has applied to be the registered manager and is awaiting a date for her fit person's interview.

The manager and staff team have worked hard to remedy the shortfalls from the previous inspection in a short space of time. There is a strong sense of teamwork and staff refer to themselves as a 'family'. The manager has strong aspirations of the home emulating a family atmosphere.

The manager and staff share they are well supported, receive training and supervision, and attend regular staff meetings to help them meet the needs of children and fulfil their roles.

The manager has implemented a workplace quality improvement plan. Staff have undertaken training to help them in their role and further training has been organised for the near future. One staff member is out of timescale for their qualification, and the manager has set time aside for the staff member to complete this.

The manager has ensured that gaps in recruitment have been revisited and accounted for. A new staff member has joined the team recently and their recruitment was subject to the necessary checks.

The manager and staff have good relationships with professionals and children's family and friends. One social worker shared that the team 'did a very good job caring for [the child]', and both social workers spoken to shared staff ensure that

children are safe. The child's parent shared that the 'manager is really good' and that staff keep them up to date with their child's experiences.

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: SC377825

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: Esther Clarke

Inspector

Jodie Lewis, Social Care Inspector

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