

## Children's homes inspection – Full

<b>Inspection date</b>	<b>4 July 2016</b>
<b>Unique reference number</b>	<b>1184093</b>
<b>Type of inspection</b>	<b>Full</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered provider</b>	<b>Sandcastle Care Ltd</b>
<b>Registered provider address</b>	<b>19 Rossall Road, Thornton Cleveleys, Lancashire FY5 1DX</b>

<b>Responsible individual</b>	<b>Ian Kopiowski</b>
<b>Registered manager</b>	<b>Lee Prescott</b>
<b>Inspector</b>	<b>Elaine Clare</b>

<b>Inspection date</b>	<b>4 July 2016</b>
<b>Previous inspection judgement</b>	<b>N/A</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<b>The overall experiences and progress of children and young people living in the home are</b>	<b>Good</b>
The children's home provides effective services that meet the requirements for good.	
<b>How well children and young people are helped and protected</b>	<b>Outstanding</b>
<b>The impact and effectiveness of leaders and managers</b>	<b>Good</b>

**1184093**

## **Summary of findings**

### **The children's home provision is good because:**

- Young people feel safe in the home, as the staff have a good understanding of their individual needs and implement the home's policies and routines.
- Young people have made good progress since their admission to the home. In particular, they have increased in their confidence and self-esteem and decreased their challenging behaviour.
- The staff support young people with contact with their families in line with their care plans.
- The registered manager is proactive in his approach to safeguarding young people. He identifies potential safeguarding concerns and takes robust action to keep young people safe. He is child centred in his approach and has strong aspirations for the young people.
- The young people are very positive about the care that they receive from the staff team. They feel that staff genuinely care about them and help them to overcome individual difficulties and challenges.
- The manager works positively with placing authorities and professionals within the organisation to enable young people to have a holistic care package in line with their individual plans.
- Staff provide an environment where young people can express themselves, and explore and develop their awareness of diversity and equality.
- This inspection identified some shortfalls and areas for improvements. These are in relation to on-site learning when young people are not in school, the training of staff and a more child-focused development plan. These matters are not currently having an impact on the safety and well-being of young people.

## What does the children's home need to do to improve?

### Statutory requirements

This section sets out the actions which must be taken so that the registered person(s) meets the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>8. The education standard</p> <p>The registered person is required to ensure that staff support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study. (Regulation 8(2)(a)(ii))</p>	31 August 2016

### Recommendations

To improve the quality and standards of care further, the service should take account of the following recommendation(s):

- The registered person should support staff to be ambitious for every child in the home and to gain skills and experience that enable them to actively support each child to achieve their potential. ('Guide to the children's homes regulations including the quality standards', page 44, paragraph 10.6)
- The review should enable the registered person to develop strengths and address weaknesses in the home's care. It should be used as a tool for continuous improvement in the home. ('Guide to the children's homes regulations including the quality standards', page 55, paragraph 15.2)

## Full report

### Information about this children's home

The children's home is managed by a private organisation. It provides care and accommodation for three young people of a single gender aged between 10 and 18 years who have emotional and behavioural difficulties

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
		N/A

## Inspection judgements

	Judgement grade
<b>The overall experiences and progress of children and young people living in the home are</b>	<b>Good</b>
<p>Young people are cared for by a focused, competent and enthusiastic team of staff who have a detailed knowledge of their vulnerabilities and needs. The young people enjoy excellent relationships and interact positively with the staff and managers, who are warm and supportive of them. All young people spoke positively about the staff and said that they enjoy spending time with them. They feel valued because they are encouraged to express their views, feelings and wishes. They feel listened to because key workers and staff make time to talk to them about their interests and concerns, support them with family contact and take them to appointments with other support agencies. One young person said: 'The staff team helps and gives positive encouragement. The staff are really nice. All of them.'</p> <p>The young people participate in the running of the home. They understand and feel part of the home. They are able to chair weekly house meetings where they discuss what has been happening, receive praise for their achievements and are involved in planning the week ahead.</p> <p>One young person is making good progress with their educational attendance and achievement. Some young people who had minimal attendance prior to their admission now access and engage in a limited education package. A professional reported: 'I have also been impressed with the proactive approach of staff in addressing the problems that we encountered in identifying education provision for my young man.' This is because the staff work in conjunction with the local school to meet individual needs and design tailored individual timetables. Incidents at education placements have decreased as young people's needs are well assessed. Staff support young people in their education, but lack a structured plan when young people are not engaging in formal education. For example, when young people finish their two-hour education period, they move onto playing football games on the games console. This does not equip them for future learning and establishes a pattern that may be difficult to break when a full-time placement becomes available. The young person who is in full-time education has significantly increased attendance and achievement.</p> <p>Young people are encouraged and supported to eat healthily and in line with their cultural preferences. All young people engage with the organisation's therapist to support them with their emotional and psychological needs. The therapist involves the staff through monthly consultation meetings and drop-in sessions. This enables discussion around additional training and promotes more in-depth knowledge of individual needs. This means that young people are cared for by staff who</p>	

understand their needs.

The therapist, placing authorities, educational professionals and the manager meet to identify target areas of improvement for young people. The organisation's therapist monitors and reviews individual targets through a robust monitoring system to chart progress. As a result, young people make good progress with regard to all areas of their health.

The staff provide effective and clear structures for young people, they are successful in making these meaningful, because they have a thorough knowledge of individual young people's personalities and preferences. They understand and respect how young people's challenges and experiences have impacted on them. This knowledge and the positive relationships are vital to managing behaviour. The staff promote a positive, proactive and respectful culture of care. As a result, young people listen to staff, make positive choices and make positive progress in other areas of their lives. Examples include improved sleep patterns, attendance at medical appointments, improved self-care, better family relationships and reduced inappropriate language.

The young people are consistently stimulated at the home. The staff support them to try different opportunities and develop new skills, such as fishing. Young people's self-esteem increases because they are celebrated as individuals, and supported, encouraged and praised throughout their day.

Detailed care planning, risk management procedures and behaviour management plans are in place. They give clarity about how staff are to support young people and reflect the positive staff practice. There is a sufficient assessment and review of plans, and all professionals and parents, where appropriate, are involved as an important part of this process.

The young people benefit from building and maintaining relationships with people who are important to them. The staff support regular contact with families and significant others. A social worker said: 'They are supportive with contact and stay with him until he wants to go back.' Therefore, some young people's relationships have improved with their families.

Young people make progress in cooking meals, domestic skills and safe-care skills. They continue to develop these skills in line with their age and ability, and carry them into adulthood. This provides them with an increased level of independence.

The home is of a size and layout that is designed and located to meet the needs of all the young people placed there. It is well maintained and has a good standard of decor that young people and staff have made into a comfortable environment. Young people are proud of their individual rooms, which are well personalised and of a good size. They have adequate outdoor space where they engage in activities such as kicking a ball or spending time with the staff in the yard.

	Judgement grade
<b>How well children and young people are helped and protected</b>	<b>Outstanding</b>
<p>The staff take their responsibility for keeping young people safe very seriously. The safety and well-being of young people is central to their practice. Young people report that they feel safe and can talk to any staff member when they have concerns. The staff are well informed of policies and procedures through induction and training. They know how to safeguard young people and the procedures to follow in partnership with other agencies. This means that young people are consistently and effectively protected.</p> <p>Staff have a thorough understanding of the home's approach to caring for young people and implement it. The quality of relationships between staff and young people is extremely positive and reinforces the caring atmosphere throughout the home. The young people are motivated by and value the praise and rewards that they receive for positive behaviour and achievements. Staff reinforce positive behaviour and base measures of control around restorative work. Young people understand and accept the rules and incentives in place to support their behaviour.</p> <p>The staff take significant time to understand the background of each young person and have a good knowledge of how previous experiences impact upon and influence current behaviours. Detailed strategies and consultation meetings with the therapist assist staff in understanding the impact for young people and how they can support them. As a result, challenging behaviour such as damage to the home, incidents leading to physical interventions, aggression to staff and verbal abuse significantly decreases from their starting points. This supports young people to develop self-esteem, self-belief and respect for others.</p> <p>Young people do not currently go missing. This is because the staffing levels ensure that all young people are supervised, kept safe and receive appropriate support. Where there have been previous concerns, staff are proactive in their response. They implement the home's missing policy and work closely with external agencies to enable a quick return. The missing person police team reported: 'Where there have been incidents of young people going missing, these appear to have been thoroughly managed by the staff.' On their return, young people are consistently offered an independent interview to discuss the reasons for going missing. On occasion, when he has continued concerns regarding keeping young people safe, the manager has been proactive in arranging meetings with external agencies to ensure that the episodes do not continue or escalate.</p> <p>Young people are protected by sound recruitment processes that ensure that staff are carefully selected and checked to prevent unsuitable people working in the home.</p>	



The environment is physically safe. Fire safety training and regular checks to the fire systems ensure that due care is taken to ensure that everyone is safe. Young people are involved in fire drills and are aware of what to do in the case of a fire. Young people have thorough and detailed individual risk assessments. Staff regularly assess risks and take actions to limit these risks.

The staff receive training in countering bullying and the home has a written policy for the prevention of bullying. The young people do not identify this as an issue within the home.

	Judgement grade
<b>The impact and effectiveness of leaders and managers</b>	<b>Good</b>
<p>The registered manager has been in post since December 2015, when the home was registered with Ofsted. He has over 10 years' experience of working with children and young people and holds the level 5 diploma in leadership and management.</p> <p>The manager provides the home with strong and effective leadership. He ensures that the home is providing young people with a child-centred environment where there are good levels of care and support, in line with the statement of purpose. During the inspection, the nurturing, respectful and careful interaction between the staff and the young people was noted. This is because there are clear policies and procedures, effective organisation of staff, and consistent implementation of behaviour and safeguarding strategies.</p> <p>All members of staff spoken with gave positive comments about the manager's supportive leadership of the service. They receive regular and effective supervision, and all mandatory training is completed in line with the organisation's requirements. The staff feel that the training provided is of a good quality and has enabled them to put their skills and knowledge into practice. They attend regular staff meetings that provide a forum to share good practice and develop strategies to meet the needs of the young people. In addition, the organisation's therapist provides specialist training sessions to develop the staff's knowledge further in areas such as attachment. The therapist said: 'Staff are responsive and creative, and access the strategies and resources that are suggested to them.' Further specialist training and ongoing qualifications for staff are an area that the home needs to develop further.</p> <p>The statement of purpose describes in detail the ethos and aims of the setting. A children's guide to the service suitably summarises these aims for the young people. This ensures that young people, parents and placing social workers are clear about the purpose and goals of the home. The manager is committed to ensuring that the ethos of the statement of purpose is embedded into the day-to-</p>	

day work with young people.

The manager's communication processes are strong and effective. The close working relationships between the organisation's schools, therapist and placing authorities is effective in supporting young people and developing their placements. A professional said: 'The key is communication with the home. They work in partnership and are open to other professionals helping each other to manage the young people's behaviour.' The staff liaise with outside agencies in accordance with the young people's needs. A social worker said: 'They update me on a regular basis and are working well with the school.' These processes contribute to the good outcomes for young people and demonstrate that all staff are consistently concerned with their welfare and progress.

External monthly monitoring visits highlight areas for improvement. The manager completes monitoring reports quarterly and the organisation has an effective system to monitor young people's progress since their placement started. The evaluation and reflection on the quality of care described in these reports demonstrates a service that is looking for ways to improve. In addition, there is a development plan in place. However, this is not comprehensive and lacks details of what the young people want from their home. All of the monitoring systems work together effectively to identify areas for development and improvement.

The manager provides good management and clear reporting of significant incidents. The necessary professionals and agencies are notified, and records demonstrate that clear actions are taken and that there is reflective learning from incidents.

The young people's records, such as placement plans, are consistently up to date. They contain the young people's current aims and objectives. This ensures that the staff in the home have all the required information to meet young people's needs and to ensure consistency in their practice.

## What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against 'Inspection of children's homes: framework for inspection'.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service and to consider how well it complies with the Children's Homes (England) Regulations 2015 and 'Guide to the children's homes regulations including the quality standards'.

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