

# 1231399

Registered provider: Sandcastle Care Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

<

This home is one of a number operated by a private provider. The home provides care and accommodation for children with behavioural and /or emotional needs of single gender.

**Inspection dates:** 5 to 6 December 2018

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>outstanding</b>
---	--------------------

How well children and young people are helped and protected	outstanding
---	-------------

The effectiveness of leaders and managers	outstanding
---	-------------

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

**Date of last inspection:** 15 August 2017

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/08/2017	Full	Outstanding
21/11/2016	Full	Good

## Inspection judgements

### Overall experiences and progress of children and young people: outstanding

Children live in an exceptionally beautiful home, which is decorated and furnished to a high standard. Children and staff take great pride in the home; pictures of children on holiday with staff, undertaking group charity runs and on days out are displayed around the home. Children's bedrooms are personalised, and at the time of inspection children had decorated their rooms for Christmas with Christmas bedding, fairy lights and Christmas trees.

Children develop excellent relationships with the staff team, whose members know them well. Staff understand the impact of early childhood experiences on children's ability to develop and maintain healthy relationships. Children's feedback throughout the inspection confirms this. One child said, 'The staff are very understanding and are keen to guide me to do the right thing. I also like the rules and boundaries that are put in place, and I also like my big room.' A member of staff said, 'I enjoy seeing the positive changes we make to our girls, no matter how small.'

Children's progress is outstanding. Staff have high aspirations for them and believe that they can achieve. Children are expected to attend education. One child, who has only lived at the home for a few weeks, is already attending daily tuition and has made an application for college in January. She had previously not had any education in her last placement since July. Prompt action and planning by staff has prevented any further drift.

Children's progress is recognised and rewarded with certificates and celebratory events, which give them a sense of pride. Children take part in weekly rewards and display their certificates proudly in their bedrooms. Staff at the home plan fun and enjoyable 'events' at the home, such as a family fun day, sports day and a nativity play for children to look forward to. Children also take part in community and charity events, including fun runs and a scheme involving cooking meals for homeless people. The registered manager told the inspector that these events have helped develop empathy in the children. Children were taken on holiday abroad and spoke to the inspector about how much fun they had. A staff member said, 'They all enjoyed this so much and it has been a privilege helping them to make memories.'

A key strength of this home is the quality of matching children to live at the home. Impact risk assessments are completed to a high standard and transitions are planned to ensure that children have a positive welcome to the home. One child said, 'They only take young people who should be here, it might not seem important but it is.' A grandparent told the inspector, 'When we were told that [child's name] was going into a children's home we did not know what to expect, and as you can understand we were worried, but looking back now we had nothing to worry about at all.'

## **How well children and young people are helped and protected: outstanding**

Risk management is excellent. Regular monitoring and evaluation of incidents ensure that patterns and trends are identified, and staff can be proactive in their response. Managers and staff know children well and identify potential risks and triggers. Plans to reduce these risks are detailed and highly effective.

One young person displayed some risky behaviour around fire setting. Managers worked with the fire brigade to do some training in the home, including demonstrations and exercises for staff and young people to understand the risks. Following this intervention there have been no further concerns or incidents.

Restraint and incidents of children going missing are rare. When they do take place, the staff respond in line with current plans and take appropriate actions.

The manager has a good understanding of the children's therapeutic needs. Collaborative working with the provider's clinical staff results in responses and care plans that are informed by current research. Structured and personalised responses mean that challenging behaviours are reducing significantly. Children are gradually learning how to manage their anxieties and worries. Children are active in creating their care plans and identifying areas that cause them problems. This child-centred approach further promotes children's engagement in the therapeutic work offered.

## **The effectiveness of leaders and managers: outstanding**

The registered manager is experienced, passionate and committed to achieving the best outcomes for children. She is supported by an equally enthusiastic deputy manager and together they lead a team of staff which shares their ethos for driving improvements for children.

Professionals involved in the care of children spoke highly of the manager and staff team. One social worker told the inspector that staff are 'very child-focused, relationships and communication from themselves were excellent. During the time that my young person was at the home she made brilliant progress, down to the commitment and hard work of the staff'.

Communication with professionals is excellent. One member of education staff said staff 'were professional, warm and supportive and followed up concerns or issues we raised'.

The manager provides staff with regular and effective supervision. Appraisals are undertaken in conjunction with children who provide feedback to the manager as part of the process. Staff feel supported, valued and motivated as a result, one member of staff said, 'I really love working here.'

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

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:** 1231399

**Provision sub-type:** children's home

**Registered provider:** Sandcastle Care Ltd

**Registered provider address:** 49 Whitegate Drive, Blackpool, Lancashire FY3 9DG

**Responsible individual:** Joann Snelson

**Registered manager:** Angela Farmer

## Inspector

Jessica Forshaw, 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 children looked after, 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](mailto: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](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

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](mailto:enquiries@ofsted.gov.uk)  
W: <http://www.gov.uk/ofsted>

© Crown copyright 2018