

# 1254055

Registered provider: Sandcastle Care Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home's ethos of care is one of immediate acceptance and empathy, irrespective of presentation. It is flexible and responsively determined by the unique circumstances of the children and young people at the time.

The home is operated by a private organisation. It is registered to provide care and accommodation for up to four children.

The registered manager has been in post since the home's registration in August 2017. He is currently undertaking his level 5 qualification.

**Inspection dates:** 28 to 29 May 2019

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>outstanding</b>
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	good
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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:** 8 May 2018

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/05/2018	Full	Outstanding
08/01/2018	Interim	Improved effectiveness
30/10/2017	Full	Good

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

### Statutory requirement

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
<b>33: Employment of staff</b> The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33(4)(b))	01/07/2019

### Recommendation

- Contingency plans should be prepared in the event of a shortfall in staffing levels. A formal assessment should include the implications for children's care, including any likely risks. This assessment should be recorded and available for inspection by Ofsted and placing authorities. ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.18)  
 Specifically, a contingency plan should be in place for the management arrangements in the home.

## Inspection judgements

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

Children and young people make exceptional progress because their day-to-day experiences are consistently positive. They receive care and support from a committed, knowledgeable, skilled and motivated staff team. Listening to the children and young people is an overarching principle in the day-to-day running of the home.

Staff provide the children and young people with genuine warmth and affection. They know the children and young people extremely well. From the time the children and young people came to live in the home, they have succeeded in all aspects of their lives.

All the children and young people are in education, training or employment and they achieve excellent attendance. Staff hold high aspirations and consistently encourage the children and young people's learning in the home. This is remarkable progress as most of the children and young people have had negative experiences of education and they have previously struggled to engage.

Partnership working with parents and professionals is effective. Staff receive positive feedback from professionals and parents about the work that they undertake with the children and young people. A social worker told the inspector, 'I go in many children's homes and it is not often when you see children and young people wanting to be with their staff. This makes a real difference and is really nice to see.'

Children and young people enjoy activities which are exciting, educational and fun. They experience holidays abroad and camping in the United Kingdom. These arrangements enable the children and young people to participate and enjoy activities that they have not had the opportunity to experience before.

Children and young people have weekly access to a psychotherapist. This helps them to manage their emotions and attachment difficulties and to access therapy in their own home. Staff work closely with the therapist. They demonstrate well their understanding of the model of care and how research-informed practice benefits the children and young people.

Moving on from the home can create high levels of anxiety for the children and young people. This anxiety is reduced as agreeable independence and transition plans are in place. The staff continue to support the children and young people after they have left the home and moved into independence. Children and young people see this as their home and they often return for advice and support.

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

Children and young people become significantly safer because of living at the home. They benefit from stability and, over time, the care practice provided to them by their staff is very effective in breaking the cycle of criminal and/or risk-taking activity.

Children and young people's risk assessments are easily understood. Staff demonstrate well their knowledge of all known risk. They know the strategies that they need to take to manage the children and young people's vulnerabilities and risk. Staff are trained to safeguard the children and young people and they have access to research materials and online courses. None of the children and young people are considered at risk from exploitation or abuse.

Staff manage the children and young people's behaviour well. Incentives support the children and young people to experience, enjoy and follow their daily living routines. Incentives are relevant to what each child or young person find difficult. Rewards for incentives achieved are decided with them and are changed when this is beneficial to a child or young person.

Since the last inspection, low-level restraint in short duration has been used three times. Records show the child or young person's response to the incident, staff reflection of the event and a review of the incident. Sanctions imposed for inappropriate behaviour, when used, are fair and agreed with the children and young people.

Children and young people rarely go missing. When this occurs, staff are fully aware of their roles and responsibilities, and they implement the missing-from-home procedures immediately. The staff work very closely with parents, carers, police and social workers

to ensure the swift and safe return of the child or young person. Since the last inspection, there has been one missing episode. Records are clear and include a return home interview with the child.

The home provides a safe and secure physical environment. All required health and safety checks and procedures, including the routine servicing of equipment, are up to date. Fire safety precautions are explained, practised and understood by the children and young people. Damage to property and wear and tear of fixtures and fittings are quickly fixed or replaced. The home is warm and welcoming and provides the children and young people with a comfortable and homely environment.

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

The inspector is aware during this inspection of an investigation by the appropriate authorities that is ongoing. This does not concern child protection or safeguarding arrangements. Actions taken by the organisation in response to the incidents were considered alongside other evidence available to inform the inspector's judgements.

The registered manager and deputy manager are currently off work. However, this has not compromised the effectiveness of the management of the home. The absence of the registered manager and deputy manager has not impacted on the services or care that the children and young people receive.

Interim management arrangements are in place. The interim manager holds a level 5 qualification and has significant management experience. He works closely with senior leaders in the organisation and managers from other in-house services to oversee the running of the home.

Senior leaders within the organisation are responsive. They have a presence in the home and they are quick to act to the needs of the children and young people and staff. However, a written contingency plan is not in place in the event of a shortfall in staffing levels. As a result, a recommendation is made. Specifically, a written contingency plan should be in place for the management arrangements in the home.

Children and young people benefit from a stable staff team. The staff members work in an environment that has a culture of continuous improvement. Staff training is readily available and of good quality.

Staff support systems are mostly well organised and appreciated by the team. For example, staff appraisals are up to date. However, there are some gaps in the frequency of staff supervision. As a result, a requirement is made. This lack of consistency means that some staff are not receiving regular formal support.

The home's written plans, including child-friendly plans, considerably enhance the care plans that the local authority has in place. Children and young people contribute to their plans and they are involved in their review and care planning meetings. Children and young people know their plans for their future.

The home has addressed the one recommendation from the last inspection. An improved workforce development plan is now in place which shows the experiences and

qualifications of all staff working in the home.

## **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:** 1254055

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

**Registered provider:** Sandcastle Care Ltd

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

**Responsible individual:** Emma Gordon

**Registered manager:** Graham Ayres

## Inspector

Mark Kersh, social care inspector

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