

1271375

Sandcastle Care Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This is a private children's home that is registered for up to three children or young people who may have behavioural and/or emotional difficulties.

The home is currently overseen by a manager who has been registered since April 2020.

Inspection date: 25 November 2020

This monitoring visit

During an assurance visit on 8 October 2020 inspectors identified serious and widespread concerns. These were in relation to leadership and management and the protection of children. As such, two compliance notices were issued. These were specifically in relation to:

- Failures to recognise and report allegations of abuse made by young people.
- The length and frequency of missing-from-home incidents and the response of leaders and managers to these.
- Staff's lack of knowledge and skills, particularly in relation to substance misuse and safeguarding processes.
- A lack of documented protocols and strategies to manage behaviours of concern.
- Risk assessments did not include locations of significant concern.
- Ineffective monitoring and review of serious incidents in the home.
- Insufficient action taken to address shortfalls raised by the regulator at previous visits.

To evaluate the progress a monitoring visit was completed. This was completed both on and off site. Inspectors were also able to assess progress made with some of the requirements issued at the assurance visit. These findings are reflected within this report.

One young person currently lives in this home. She continues to thrive and receives individualised support from a staff team who know her well. Another young person has been discharged from the home. This was due to an increase in missing-from-home episodes and escalating concerns for this young person's safety.

Since the assurance visit, leaders and managers have taken appropriate action to respond to allegations of abuse. Incidents are shared and escalated in line with policies and procedures. They are communicated to the regulator and have received independent review from the designated officer. This promotes young people's safety and well-being.

Training has been refreshed in key areas. Staff have revisited safeguarding, managing allegations, reporting and recording and whistle-blowing. Policies and procedures which relate to the protection of children are also discussed within team meetings. Staff are aware of these procedures and know how to put them into practice. Unfortunately, night staff have not been able to attend these meetings. The manager has plans to test the knowledge and understanding of these team members through supervision.

Staff have received substance misuse training online. To strengthen staff's knowledge, the manager has sourced more specific information from external agencies. For example, staff have a good understanding of the concepts of addiction and dependence. They are also able to respond to potential emergencies involving substance misuse. This means that young people receive support from staff who have the skills to manage their individual needs and risk-taking behaviours.

Support plans in place to respond to young people's risk-taking behaviours are up to date and include clear strategies. Staff are familiar with the protocols in place and can provide an agreed and consistent response to young people's behaviours.

Location risk assessments are comprehensive. Staff are familiar with areas of concern and these are highlighted within documentation. The manager has been proactive in seeking specific local area information. She has relayed this to young people and the staff team. As a result, young people are more aware of the risks presented by the community and this helps them to remain safe when out alone.

The registered manager has improved the monitoring and review systems in the home. Weekly management checks have been introduced. These encourage timely oversight of serious incidents and shortfalls identified within the home. Furthermore, the manager has introduced 'reflection time'. This allows staff to reflect on incidents that have occurred, their practice and the young people's thoughts and feelings. Reflection sessions have improved the quality of care afforded to young people by considering their individual needs and promoting more child-friendly practice.

The responsible individual has increased his presence in the home. He has provided guidance to staff in relation to the home's electronic reporting system. This has

improved staff's capabilities in reporting and recording. When used correctly, the system ensures accountability and oversight from senior leaders. This further strengthens monitoring and review and ensures the escalation of serious incidents.

The requirements made at the last inspection around care planning and restraint were not addressed at this monitoring visit. Therefore, they are carried over until the home has its next full inspection in line with the social care common inspection framework (SCCIF).

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/03/2020	Full	Requires improvement to be good
21/02/2019	Interim	Sustained effectiveness
03/10/2018	Full	Good

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, 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
<p>The care planning standard is that children— receive effectively planned care in or through the children's home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that the child's placing authority is contacted, and a review of that child's relevant plans is requested, if—</p> <p>the registered person considers that the child is at risk of harm or has concerns that the care provided for the child is inadequate to meet the child's needs;</p> <p>the child is, or has been, persistently absent from the home without permission. (Regulation 14 (1)(a) (2)(e)(i)(ii))</p>	20 January 2021
<p>Restraint in relation to a child is only permitted for the purpose of preventing—</p> <p>injury to any person (including the child); serious damage to the property of any person (including the child); or</p> <p>a child who is accommodated in a secure children's home from absconding from the home.</p> <p>Restraint in relation to a child must be necessary and proportionate. (Regulation 20 (1)(a)(b)(c) (2))</p>	20 January 2021

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1271375

Provision sub-type: Children's home

Registered provider: Sandcastle Care Ltd

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

Responsible individual: Alan Waters

Registered manager: Zoe Sumner

Inspectors

Natalie Bennett, Social Care Inspector

Mike Charnley, Social Care Inspector

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M1 2WD

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