

# 1255520

**Sandcastle Care Ltd**

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

This is a privately owned children's home. It is registered to provide care and accommodation for up to three young people who may have emotional and/or behavioural difficulties. The home provides care and accommodation for single-gender occupancy only. The manager is not yet registered with Ofsted. He has the relevant level 5 management qualification.

**Inspection date:** 2 February 2021

## **This monitoring visit**

This monitoring visit took place due to emerging patterns and trends surrounding the company's safeguarding practice and admission decisions. These, along with leadership and management-related concerns, have led to either compliance notices or requirements being set in other homes that have been inspected. Additionally, some concerns have been raised in the independent visitor's monitoring reports for this home about the match of the young people in the home and the impact that one young person was having upon the other.

The registered manager has recently left her post and a long-standing member of the staff team has been promoted to the position of manager. This appears to have been a seamless process and the new manager has a good understanding of the home's strengths and weaknesses. He presents with an enthusiastic attitude and a desire to move the home forwards in a positive direction.

The staff team has undergone significant changes over the past five months. A total of nine staff have left. Although the manager is happy with the team currently in place, he acknowledges the impact of the changes on the continuity of care for young people. The young person spoken to said she was building relationships with the staff and liked them all, but did miss some of the former staff members.

Discussions with a young person, staff and a social worker were all positive. The young person reported that she felt happy, safe and well supported by staff. A social

worker reported a significant reduction in risks for their young person, after living at the home for only a short time.

Both young people living at the home are receiving education. One is particularly well engaged and has clear career aspirations. Young people are making good progress in other areas, such as in gaining independence and increasing family contact.

The matching process was looked at as part of this inspection. This was due to a young person being admitted who was not well suited to the home. She had a negative impact on the other young person. The matching risk assessment was completed to a high standard. From the information about the young person that was available at the time of admission, there was no evidence to suggest that this would not be a good match.

Previously, relationships between young people have been difficult. There is evidence to show how staff addressed this with the young people. The young person spoken to at this visit felt that she had been well supported through this difficult time. The current young people living in the home are a positive match and get along well.

The home had been subject to some damage by a young person, which had been commented on in regulation 44 reports. Images of the home sent to the inspector showed it to now be a homely environment that was clean, tidy, well furnished and decorated. One young person's bedroom was also seen, and this had been personalised.

Young people's risks are well managed. They have risk assessments that are kept up to date and which have clear strategies for staff to employ to reduce and manage risks. Staff are trained in numerous issues relating to young people's risks. These include child sexual exploitation and e-safety, which are risks specific to the young people placed. The member of staff spoken to was fully conversant with the young people's risks and felt confident in managing them.

One allegation was considered as part of this inspection. The allegation resulted from staff playing an unsuitable and inappropriate game with the young people. Immediate action was taken to safeguard the young people. Allegation procedures were followed and there is a clear outcome. The 'lessons learned' exercise shows proactive practice to reduce likelihood of recurrence.

There has been a spike in the use of restrictive physical intervention during an unsettled period for the home. Although records are of a good standard and compliant with regulations, there is no system in place for collating and monitoring data around interventions. Analysis of such data would enable managers to identify patterns and trends. A recommendation is made to promote this good practice within the home.

A complaint made by a young person has been managed appropriately and to the young person's satisfaction. This addresses a requirement made at the home's last full inspection. Other requirements and recommendations made at the last full inspection were not considered at this monitoring visit. As such, they are carried forward to be addressed at the home's next full inspection.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/02/2020	Full	Good
20/11/2018	Full	Good
14/11/2017	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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that the home's workforce provides continuity of care to each child;</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(e)(h))</p>	16 March 2021
<p>The registered person must maintain records ("case records") for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child;</p> <p>are kept up to date; and</p> <p>are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b))</p>	25 March 2020

### Recommendations

- The registered person should provide care which meets each child's needs and promotes their welfare, taking into account of the child's gender, religion, ethnicity, cultural and linguistic background, sexual identity, mental health, any disability, their assessed needs, previous experiences and any relevant plans.

('Guide to the children's homes regulations including the quality standards', page 14, paragraph 3.2)

- Records of restraint must be kept and should enable the registered person and staff to review the use of control, discipline and restraint to identify effective practice and respond promptly where any issues or trends of concern emerge. The review should provide the opportunity for amending practice to ensure it meets the needs of each child. ('Guide to the children's homes regulations including the quality standards', page 49, paragraph 9.59)

## **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:** 1255520

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

**Registered provider:** Sandcastle Care Ltd

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

**Responsible individual:** Steven Lambert

**Registered manager:** Post vacant

## **Inspector**

Charlie Bamber, 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

[www.nationalarchives.gov.uk/doc/open-government-licence](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://reports.ofsted.gov.uk/>.

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: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2021