

1184093

Sandcastle Care Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home provides care and accommodation for up to three young people of the same gender, aged between 10 and 18 years, with emotional and/or behavioural difficulties.

The home is operated by a private company.

The manager registered with Ofsted in October 2017.

Inspection date: 2 and 3 February 2021

This monitoring visit

This monitoring visit was carried out in line with Ofsted's procedures for monitoring services during the current period of suspended routine inspection activity. The visit was carried out off site.

The home benefits from an experienced leader who ensures good lines of communication are maintained. Staff receive regular supervision and monthly team meetings. Daily handovers ensure that key information about young people's care is shared with staff coming on shift. Staff receive the necessary training, in areas such as autism and foetal alcohol syndrome, to enable them to meet the complex needs and behaviours of young people. Staff say that the manager is very supportive and approachable.

The manager and staff demonstrate good insight into young people's individual needs. Young people are in good health and attend all necessary appointments. They are all in education placements and have a high level of attendance. One young person had not been in an education placement for two years prior to admission, but has now made a successful transition into education. This is a great achievement.

The manager and staff show good resilience and skill in managing highly challenging behaviours displayed by the young people. Staff use de-escalation techniques to manage situations calmly, and help young people see the consequences of their actions with the support of the in-house therapist. Physical intervention is applied but only as a last resort. Records indicate that this is carried out safely and proportionately.

Young people benefit from the input of the therapist. They engage well in sensory play and learn about the strategies they can use to self-regulate their behaviour.

Physical intervention records are of good quality and up to date. However, the effectiveness of the measures used to manage behaviour is not always clear. This practice can be strengthened by using the records held to identify any patterns, trends or concerns to inform any future improvement.

Consequences are suitably applied to young people. Good behaviour is reinforced using incentives. Young people are rewarded for achievements such as helping to tidy up the home. Young people experience positive relationships with staff, who provide consistency and continuity as care givers within a settled team.

Young people feel safe in the home because they have access to immediate support from staff and via the therapist. This gives them the opportunity to talk about their anxieties and fears. Family contact is promoted well within the home and continues to be facilitated during the COVID-19 (coronavirus) restrictions. This helps young people maintain their sense of family belonging and identity.

The manager works collaboratively with external professionals. Communication with social workers is maintained on a regular basis. The home ensures care professionals are kept up to date on all relevant matters relating to their young person. Allegations are managed appropriately. Referrals are made to the designated officer for safeguarding in a timely manner.

Social workers speak positively about the young people's placements. One reported that a young person had made a 'massive improvement' since being in placement, referencing his education. The social worker added that the staff are extremely supportive, manage behavioural incidents well and keep the young person safe.

As part of this off-site monitoring visit the inspector reviewed the actions taken by the provider to meet the requirements set at the last inspection.

The inspector found that staff demonstrate good understanding regarding children's specific vulnerabilities and risks. Children's individual risk assessments and positive behaviour support plans are logical, easy to follow and kept up to date. In response to incidents, focused work is carried out with young people on areas such as the dangers associated with social media, knife crime and setting fires. This is helping young people think through the consequences of their actions. The requirement under regulation 12 is now met.

The inspector found that there is positive learning from a previous admission, in that impact risk assessments are now more robust. The manager takes a prominent lead in making sure the transition for young people into the home is smooth. The impact risk assessment takes account of the other young people in placement, thus enabling the necessary safety plans to be put in place. Transitions where young people have been discharged from the home have been suitably managed. Staff have maintained appropriate means of support and contact during the transition into the new placements. Regulation 14 is now met.

There are added safeguards in place to manage and respond to missing-from-home episodes, in line with the home's revised policy and procedure. Staff demonstrate good understanding of what to do in the event of any missing-from-care incidents, and the importance of alerting outside agencies and keeping an accurate log of events. The requirement under regulation 34 is now met.

Revised procedures have been put in place which ensure that an independent person will be assigned to the task of managing any issues or allegations made by young people and involving senior staff, in line with company policy. This includes a resolution meeting with the individuals concerned, held at the conclusion. The requirement under regulation 39 is now met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/02/2020	Full	Good
06/02/2019	Full	Good
07/11/2017	Full	Good
18/01/2017	Interim	Improved effectiveness

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

Recommendations

- The registered person and staff should 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: 1184093

Provision sub-type: Children's home

Registered provider: Sandcastle Care Ltd

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

Responsible individual: Steve Lambert

Registered manager: Matthew Livingstone

Inspector

Michael Charnley, Social Care Inspector

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