

# 1223681

Registered provider: Sandcastle Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is run by a private organisation. It is registered to provide care for up to three children who may experience social or emotional difficulties.

The registered manager post has been vacant since November 2022. A new interim manager was appointed in April 2023 and has applied to be registered with Ofsted.

One child was living at the home at the time of inspection and was spoken to by the inspector.

### Inspection dates: 18 and 19 July 2023

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

|   |      |
|---|------|
| How well children and young people are helped and protected | good |
|---|------|

|   |      |
|---|------|
| The effectiveness of leaders and managers | good |
|---|------|

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 18 April 2023

**Overall judgement at last inspection:** inadequate

### Enforcement action since last inspection:

Following a full inspection on 18 April 2023, a decision was made to restrict admissions to the home. A monitoring visit took place on 31 May 2023, and a case review was held. The number of concerns that led to the restriction of accommodation were no longer evident, and the notice of restriction was allowed to expire.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 18/04/2023      | Full            | Inadequate                      |
| 11/10/2022      | Full            | Good                            |
| 11/11/2021      | Interim         | Improved effectiveness          |
| 19/05/2021      | Full            | Requires improvement to be good |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The manager and staff provide the child with individualised care. The child's plans are understood and followed by staff. The manager advocates on behalf of the child to ensure their needs are met, and they receive consistent care.

Staff and the child enjoy doing activities together, such as boxing, recording song lyrics and having days out. This supports the staff to build positive relationships with the child. The child said, 'It's been amazing to be honest,' when asked about the quality of care offered in the home.

The staff listen to the child's views, wishes and feelings. This helps the child to feel a sense of value and belonging. The manager ensures that the child's wishes are actioned and are central to the child's care planning.

The manager is working with the child's social worker to help the child build and maintain relationships with family members and people who are important to them. This supports the child to keep their sense of identity and belonging.

The child has recently finished their education and work placement for the summer term. They have gained qualifications that have supported their move on to the higher-level course in September 2023. This is good progress which supports the child with their aspirations for the future.

The child's health needs are prioritised. They are registered with local health services and attend routine appointments. A clinical team supports the manager and staff to ensure they can meet the child's emotional health and well-being needs.

The home is decorated and furnished to a good standard. The child is encouraged to have a choice in the decoration of their home and bedroom so they can personalise their own space. The home has photos on display of the child growing up, and their artwork is framed on the walls. The child is supported to look after their pet rabbit and goldfish.

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

The child's individual risk assessment, safety plan and positive behaviour support plan are regularly reviewed and updated. They help staff understand the risks to the child. The risk assessment provides staff with direction around how to reduce and manage any risks to help keep the child safe.

Physical intervention is used as a last resort. The staff use a range of other strategies to try and support the child in crisis. Strategies include talking to the child, listening to how they feel and giving some space. This has meant staff have not had to physically hold the child to keep them safe.

The child's risk-taking behaviours of self-harm and going missing from care have reduced. This is due to staff being consistent, developing a positive relationship and completing work with the child on keeping themselves safe, self-harm, online safety and managing their emotions.

Staff talk to the child to help them understand their thoughts and feelings. They also help them to reflect on any incidents or risk-taking behaviours. The manager takes appropriate action and communicates effectively with other professionals to ensure the child is safe living in the home.

The staff understand and are confident in following procedures to protect the child. The staff complete safeguarding training and additional training on risks such as self-harm, child sexual exploitation, radicalisation and online safety.

External professionals are complimentary about the quality of the care the child receives and gave positive feedback. A social worker said, 'Everybody is passionate about [name of child]; they are making good progress, and [name of child] feels safe and happy in the home.'

The home is clean, tidy, in good repair and free from hazards.

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

The manager has been in post since April 2023 and has applied to register with Ofsted. He holds a relevant childcare and management qualification. He is passionate and dedicated to his role. He leads the team by example and knows the child well. He is able to balance his management duties alongside spending time with the child.

Staff receive regular reflective supervision and training in line with procedures. They also receive additional training that is tailored to meet the individual needs of the child. This allows the manager and staff to reflect on their practice to ensure they continue to meet the needs of the child.

The manager understands the service's strengths and areas for development. He has a development plan that focuses on improving the care for the child. The manager's monitoring system helps him track patterns and progress. His tracking system allows him to capture any shortfalls as they arise so he can take swift action to address them.

New staff receive a thorough induction that provides them with a detailed programme of training and guidance in their new role. Not all staff have had their performance formally appraised in line with regulation. This means some staff do not have clear goals, objectives and aspirations to work towards.

Staff who were spoken to were very positive about the support they receive from the manager. One member of staff said, 'I'm confident in [name of manager's] abilities.' Another member of staff said, 'I look forward to coming to work.'

The manager invites independent scrutiny of the home on a monthly basis. The independent person gives a clear overview of the service and any areas for development. The manager is proactive in addressing any recommendations made. Requirements that were raised at the last inspection have been met.

## 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, The 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 registered person must ensure that all employees—</p> <p>have their performance and fitness to perform their roles appraised at least once every year.<br/>(Regulation 33 (4)(c))</p> <p>This specifically relates to ensuring that all employees have their performance and fitness to perform their roles appraised once per year, incorporating feedback from other staff members.</p> | 3 September 2023 |

## Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, 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:** 1223681

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

**Registered provider:** Sandcastle Care Limited

**Registered provider address:** The Forge, Church Street West, Woking, Surrey  
GU21 6HT

**Responsible individual:** Amber Steib

**Registered manager:** Post vacant

## Inspector

Julie Elder, 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 looked after children, 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 2023