

1241970

Registered provider: Sandcastle Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private company. It is registered to provide care for up to two children who may experience social and emotional difficulties.

The previous registered manager left their role in November 2022. A new manager has recently been appointed and has applied to register with Ofsted.

Inspection dates: 5 and 6 December 2023

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 21 March 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/03/2023	Full	Good
01/03/2022	Full	Good
18/12/2018	Full	Outstanding
24/01/2018	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Staff demonstrate a good knowledge of the children and how to meet their individual needs. Children have positive relationships with the staff who care for them, which are built on trust and affection. These relationships mean that staff provide individualised support to help children make good progress. For one child, this can be seen through developments in their independence skills.

The manager and staff actively promote children's education and employment. One child does not always fully engage in employment opportunities, which leads to a lack of structure for the child during the day. The manager is persistent in their attempts to secure education for another child who has recently moved into the home.

Children are in good health. Staff actively encourage and support children to attend health appointments. There is integrated support from the clinical team which provides staff with advice about the care that the children need. Staff take the time to talk to the children and educate them about risks that are specific to their needs, such as their sexual health.

Staff support the children to access a range of activities inside and outside of the home. These include holidays, going to theme parks and shopping for items they want, such as clothes. Children are encouraged to do their own food shopping, cooking and laundry, which supports them to develop their independence skills.

There is good communication between the staff team and children's family members. This provides one child with a support network where they feel safe to maintain relationships with the people who matter the most to them.

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

Staff understand the risks to children and their responsibilities in relation to safeguarding practice. Children have detailed risk management plans, which are followed by staff. Staff take the time to talk to the children and educate them around risks.

Staff work closely with family members to manage children's individual risks, such as going missing from home. Staff work closely with family members when children go missing from the home, to share information and support their education around risks. This helps to reduce risks to children.

Staff understand and follow missing-from-home procedures. However, missing-from-home plans are unclear and do not include the most up-to-date information. Independent return home interviews are routinely offered to children. This helps staff to understand what led to missing-from-home incidents, any worries or

concerns children may have, and the support required to keep children safe. There have been no incidents of restraint since the last inspection.

Children know who to talk to if they have any worries or concerns. The manager and staff have created a safe environment where children feel safe and listened to. There have been no allegations or complaints made since the last inspection.

There is good multi-agency working. A social worker said, 'There is great communication. The manager is proactive.' The manager is working closely with the social worker of a child who has recently moved into the home to source education and therapeutic support for the child.

The effectiveness of leaders and managers: good

The manager has high aspirations for the children in his care and the quality of care provided by the staff team. The new manager has identified some areas for improvement, including systems to improve his oversight of the home.

Staff receive regular supervision and team meetings in line with the statement of purpose. These provide opportunities for the staff to reflect and to develop their practice and effective ways to support the children.

Staff receive mandatory training. The induction for new members of staff is robust and thorough. However, staff have not received training on issues that are relevant to the needs and risks of the children in their care, such as substance misuse and missing from home. This compromises safeguarding practice.

There are risks in the local area that have not been fully considered in the manager's review of the premises. Furthermore, the manager has not discussed these risks with local stakeholders to help to manage and reduce risks to children.

The manager has carried out a review of the quality of care. However, the review lacks evaluation and feedback from parents and professionals. This compromises the manager's understanding of the strengths and weaknesses of the home. The manager is keen to understand how he can develop this alongside his oversight of the home and is working well with the independent person to consider areas for improvement.

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 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;</p> <p>and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c))</p> <p>In particular, staff must be suitably trained to meet the needs of the children in their care. For example, staff must receive training on risks such as substance misuse and missing from home.</p>	7 February 2024
<p>The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard).</p> <p>When conducting the review, the registered person must consult, and take into account the views of, each relevant person. (Regulation 46 (1) (2))</p> <p>In particular, the registered person should consider all known risks in the community as part of the review of premises. This includes the risks presented by the nearby beck and merchant's yard.</p>	7 February 2024

Recommendations

- The registered person should ensure that the review of care carried out every six months includes an evaluation of the care provided in the home, taking into consideration the experiences of children living there along with feedback from parents and professionals. Clear targets should be set for the six months ahead with timescales. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.2)
- The registered person should ensure that children participate in education or training until they turn 18, with children choosing how they participate. The registered person should support children, with the help of other agencies, to look at opportunities to continue their education or training. ('Guide to the Children's Homes Regulations, including the quality standards', page 28, paragraph 5.16)
- The registered person should ensure that documents relating to the risks of children going missing from home are kept up to date. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.3)

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: 1241970

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: Steven Lambert

Registered manager: post vacant

Inspectors

Andrea Foreman, Social Care Inspector
Stacey Ilaboya, Social Care Inspector

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