

# 1184093

Registered provider: Sandcastle Care Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is owned and managed by a private provider. The home provides care for up to three children who may have social and emotional difficulties and/or a learning disability.

At the time of the inspection, two children were living in the home.

The manager registered with Ofsted in October 2017.

### Inspection dates: 5 and 6 March 2024

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>good</b>
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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:** 1 March 2023

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/03/2023	Full	Good
23/03/2022	Full	Outstanding
27/02/2020	Full	Good
06/02/2019	Full	Good

## Inspection judgements

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

Children receive good-quality, consistent care from the staff and are making good progress. Children have positive relationships with the staff and enjoy living in the home. One child said that the only thing they would change about living in the home would be to have all staff support the same football team as them.

Staff advocate on behalf of the children effectively. This has resulted in changes being made to the children's care planning arrangements, with both children now having plans to return home to family.

Staff understand the importance of children spending time with their friends and families. When needed, staff support children to establish and develop relationships with important loved ones. This includes supporting children with ongoing life-story work.

Children have their own memory boxes that they have decorated. These are filled with photos and tickets to the shows, films and football matches that children have attended with staff. One child has kept all their past birthday and Christmas cards. These serve as a powerful reminder of the positive memories made at the home.

All children are accessing education and have made significant progress since moving into the home. Staff advocate on behalf of the children to ensure that their education plan meets their specific needs. For one child, this has meant them gaining relevant work experience before starting college. This has supported the child to gain more confidence in their ability and further develop their social skills. For the other child, additional therapeutic activities have been put in place that supported them to settle well into high school.

Children enjoy a wide range of activities. Staff have built relationships with local football clubs to support the children's interest in this sport. Staff and children have access to match tickets and regularly attend football matches together. This provides children with opportunities to build peer relationships in the community.

Children's health needs are understood and met by the staff. The registered manager has provided necessary challenge when delays for appointments have occurred. This means both children have had regular reviews of their medication.

Staff understand the needs of children. However, the language used in some children's records is blaming, and does not demonstrate the staff's skills and knowledge of seeing children's behaviour as a form of communication.

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

Risks are identified, understood and managed well by staff. Children say they feel safe due to the clear routines and boundaries in place.

Children say they have trusted adults they can talk to in the home. One child has built a positive relationship with the home's clinician. This means they are engaging in work to develop skills and strategies to manage their own feelings.

When incidents occur, staff ensure a multi-agency meeting is held, which ensures that additional support is put in place. This response has led to a reduction in incidents for one child.

The registered manager ensures that children are listened to when they voice concerns. On one occasion, the registered manager agreed, at the child's request, to transport the child to and from school daily. For this child, all incidents that occurred when travelling to and from school have now stopped.

When allegations are made, these are shared with appropriate agencies and managed in line with statutory guidance. Support is given to both the person making the allegation and the person who has been subject to the allegation.

Children's risk assessments are clear and regularly reviewed. This supports staff to understand what strategies to use to keep children safe. However, not all safeguarding measures taken, particularly with regard to mobile phones, are recorded in the children's risk assessments.

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

The registered manager is suitably qualified and experienced. He is child-focused in his approach, ambitious and driven to support children to achieve good outcomes. Children identify him as a key person to whom they could go for support.

Staff say that they feel supported and listened to. Staff receive regular supervision and attend team meetings. This provides the staff with opportunities to reflect on their practice and discuss the children's needs.

The registered manager has a home development plan that allows him to act when home repairs are needed. He also has a child development plan that ensures that children's requests are actioned. For example, staff have arranged a camping trip for one child.

The registered manager has good oversight of many areas of the home. However, his monitoring and auditing tool has not identified significant shortfalls in the accuracy of both children's placement plans. This means that the staff do not have the correct, up-to-date information when providing care for the children.

The independent visitor's report provides a detailed overview of the home. However, children are not regularly spoken to. This means that the content of the report does not always give an accurate overview of children's wishes and feelings. This is a missed opportunity for children to have an additional professional advocate for them.

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

### Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
<p>The registered person must maintain records ("case records") for each child which—</p> <p>are kept up to date. (Regulation 36 (1)(b))</p> <p>This specifically relates to children in house placement plans.</p>	17 April 2024
<p>The registered person must ensure that an independent person visits the children's home at least once each month.</p> <p>When the independent person is carrying out a visit, the registered person must help the independent person—</p> <p>if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44 (1) (2)(a))</p>	17 April 2024

### Recommendations

- The registered person should ensure that when safeguarding measures are in relation to the use of technology these measures are reflected in children's plans. ('Guide to the Children's Homes Regulations, including the quality standards,' page 17, paragraph 3.21)
- The registered person should ensure that staff record information about children in a non-stigmatising way, which distinguishes between fact and opinion. ('Guide to the Children's Homes Regulations, including the quality standards,' page 62, paragraph 14.4)

## **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:** 1184093

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

**Registered provider:** Sandcastle Care Ltd

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

**Responsible individual:** David Lahey

**Registered manager:** Matthew Livingstone

## Inspector

Alexandra Pearson, Social Care Inspector

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