

2510737

Registered provider: Pelican Care Group Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. It offers care for up to two children who may experience social and emotional difficulties. At the time of this inspection, two children were living in the home.

The manager registered with Ofsted in January 2021.

Inspection dates: 10 and 11 December 2024

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 19 March 2024

Overall judgement at last inspection: inadequate

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/03/2024	Full	Inadequate
01/03/2023	Full	Good
02/03/2022	Full	Good
13/11/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are flourishing. One child now thrives in a stable environment and is excelling at school with 100% attendance. Another child has made remarkable progress. She has completed her GCSEs and enrolled on a college course. Both children describe the home as 'the best place ever', which highlights the positive impact of the nurturing environment.

The children have developed strong relationships with staff and peers. The supportive atmosphere has enabled them to build trust and confidence, which fosters their growth and development.

Efforts to embrace and understand children's cultural needs have been successful, with staff engaging in cultural training and community activities. This has deepened children's sense of identity and belonging. Children have found stability and support. They feel safe and valued in their environment.

The children's day-to-day experiences are enriched by a variety of activities, from gymnastics and football to spa days and beauty-related pursuits. These opportunities for engagement and enjoyment contribute to children's overall well-being and happiness. The home provides a balance of structure and freedom, which allows the children to explore their interests and talents.

Staff prepare the children for their future transitions. This includes plans for secondary school, increased socialisation without staff, and practical skills, such as cooking and budgeting. The staff's commitment to children's progress is evident in the thoughtful planning and support provided.

The positive changes in the children's lives reflect the dedication and care of the staff, who work hard to support their growth and development.

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

Since the last inspection, a safeguarding concern has been under investigation by the appropriate authorities. This concern has now been resolved.

Staff are vigilant in assessing risks and putting in place measures to protect children. Regular reviews and updates to care plans and risk assessments ensure that potential hazards are identified and managed effectively. This proactive approach helps to create a secure environment where children feel safe and supported.

Staff are trained to use de-escalation techniques, which reduces the need for physical interventions. When incidents occur, they are handled with care and reflection, ensuring

that children's well-being is prioritised. The open communication between staff and children fosters trust and encourages children to express their concerns and feelings.

Children are educated on how to keep themselves safe, with staff focusing on personal safety and boundaries. These sessions empower children to make informed decisions and understand the importance of staying safe.

The collaborative relationship with local authorities and external agencies further improves the home's safeguarding practice. Regular communication and information-sharing ensure that all parties are informed and aligned in their approach to protecting the children.

There has been an incident where a child uploaded a film that she had made with staff of an inappropriate nature to social media. Staff and the manager have reflected on this incident and completed a lesson-learned exercise to ensure that the mistake is not repeated. Overall, the home is a safe and protective environment.

The effectiveness of leaders and managers: requires improvement to be good

The manager is dedicated to her role, and both children say they have a good relationship with her. The manager's understanding of the home's strengths and challenges allows for effective action when necessary.

Regular supervision and appraisal sessions provide staff with guidance and support, which helps them to develop the skills needed to meet the children's needs. The focus on continuous improvement helps to ensure that the home remains a safe and supportive place for children.

Staff training is tailored to the specific needs of the children, with opportunities for professional development and growth. This investment in staff's skills and knowledge enhances the quality of care provided and ensures that the team is equipped to manage any challenges that arise. The commitment to training and development reflects the home's dedication to positive care.

Leadership and management are effective and supportive, which creates a positive environment for staff and children. The focus on high standards, continuous improvement, and collaboration ensures that the home provides good care and support for children.

Staff communication during shift handovers is sometimes lacking in detail. On occasion, important messages have been missed or miscommunicated. This has meant that staff have not always had accurate information about children's needs from other workers.

The quality of care report does not include the views from staff or professionals. These views must be taken into consideration to provide different perspectives about the quality of care.

Serious incidents are not always reported to the regulator, although actions to keep children safe are always taken.

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
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(h)) In particular, during staff handovers, ensure that there is effective communication to enable staff to provide care that supports all children's needs.	12 January 2025
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children;	12 January 2025

the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (3) (5)) In particular, the registered person must ensure that when carrying out a quality of care review, children's feedback, their parents' and placing authorities' views are taken into consideration and evidenced in the report and that clear actions are defined to improve the quality of care.	
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and	12 January 2025

that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(b))

In particular, ensure that children are encouraged by the staff and the registered manager to use social media appropriately.

Recommendation

- The registered person should ensure that there is a system in place so that all serious events are notified to the regulator without delay. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.13)

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: 2510737

Provision sub-type: Children's home

Registered provider: Pelican Care Group Limited

Registered provider address: C/o Holden Associates, V12 Suite, Merlin Park, Ringtail Road, Burscough, Lancashire L40 8JY

Responsible individual: Thomas Ghannad

Registered manager: Rebecca Gregg

Inspectors

Cathy Wilkins, Social Care Inspector
Angeline Clarke, Social Care Inspector

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