

SC2510737

Pelican Care Group Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider and offers care for up to two children who may experience social and emotional difficulties.

Two children were living in the home at the time of the inspection.

The manager registered with Ofsted in January 2021.

Inspection date: 17 May 2024

This monitoring visit

A full inspection took place on 18 and 19 March 2024. On 20 March 2024, the provider notified Ofsted that a serious allegation had been made. In response, Ofsted revisited on 27 March 2024, in line with the 'Ofsted inspections and visits: deferring, pausing and gathering additional evidence' policy.

Inspectors identified significant shortfalls in safeguarding practice, the leadership and management of the home and the quality of care provided to children. As a result, the home was judged to be providing inadequate care.

The allegation remains under investigation by the appropriate authorities. While Ofsted does not have the power to investigate incidents of this kind, inspectors have considered a range of available evidence, including actions taken by the home in response to the incidents.

This visit was carried out to monitor the action taken in response to the requirements raised at the last inspection.

Leaders and managers have taken some action to improve safeguarding arrangements for children. This includes updating children's risk management plans to reflect significant incidents, implementing a risk management plan to support staff when lone working at night and ensuring that rotas clearly detail the hours worked by the manager and staff.

Leaders and managers have not made changes to their processes of oversight and audit of the home. The manager's position is that their procedures are already sufficient to protect children and adults. This is a missed opportunity for important reflection and learning, especially to prevent serious incidents from reoccurring.

Leaders and managers have started to support staff to improve the language they use in written records. Staff have been provided with some information on positive and appropriate language in team meetings and via supervision. Further reporting and recording training is planned. This learning is yet to bring about meaningful change, as children's plans still contain some language which is not helpful to the child.

Leaders and managers have devised a policy to support the use of an exterior surveillance doorbell. The policy outlines how the recordings will be safely stored and accessed. The manager has now included this in the home's statement of purpose. However, the statement of purpose has not been shared with Ofsted. The provider has also not yet sought permission to use this device from the children's placing authorities, as required by regulation.

Children's health and well-being are now being supported. Staff have followed-up on the referral made for one child to receive an immunisation which had previously been missed.

Since the last inspection, no children have moved into or on from the home. Consequently, inspectors were unable to measure the impact of care planning. The manager stated that organisational procedures would be followed in future, even in an emergency. There are processes in place to adequately plan for children moving into the home.

The quality of reporting by the independent visitor remains inconsistent. On one occasion, they visited the home at a time when the children were in education, which meant that their views could not be gathered. On another occasion, the manager identified that the report was not representative of the care being provided in the home. Leaders and managers have not addressed this shortfall effectively.

Continued progress will be monitored at the next inspection through a review of the unmet requirements.

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

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 with 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; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; 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)(f)(h)) In particular, the registered person must ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. The registered person must ensure that they have oversight of all aspects of work done in the home. In particular, they must ensure that staff practice, incidents and care provided to children are evaluated to establish patterns and trends and identify areas of learning in order to make continuous improvements to care.	28 June 2024
The registered person must compile in relation to the children's home a statement ("the statement of purpose")	28 June 2024

which covers the matters listed in Schedule 1.

The registered person must—

keep the statement of purpose under review and, where appropriate, revise it; and

notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision.

Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose.

(Regulation 16 (1) (3)(a)(b) (5))

In particular, the registered person must ensure that the statement of purpose is shared with Ofsted following any changes and that information details the use and purpose of surveillance at the home.

Recommendation

- The registered person should ensure that the independent visitor is skilled in anticipating difficulties and reviewing incidents, such as learning from disruptions and placement breakdowns. ('Guide to the Children's Home Regulations, including the quality standards', page 55, paragraph 10.24)

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: 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

Kelly McCurdy, Social Care Regulatory Inspector
Nicola Shaw, Social Care Regulatory Inspector

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