

2609490

Registered provider: Blue Elephant Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to provide care for one child. It is one of a small group of homes run by a private company. A child was living in the home at the time of the visit.

The manager has been in post since June 2022.

We last visited this setting on 9 June 2022 to carry out a monitoring visit. The report is published on the Ofsted website.

Inspection dates: 30 and 31 August 2022

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 11 May 2022

Overall judgement at last inspection: inadequate

Enforcement action since last inspection: Following the full inspection on 11 May 2022, a compliance notice was issued relating to the safeguarding practices around children and the quality of care. A monitoring visit completed on 9 June 2022 identified that sufficient action had been taken to address the points on the compliance notice.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/05/2022	Full	Inadequate
08/02/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The child in this home has very few peer relationships and activities are predominantly done with adults. The inspector found this to be on the manager's agenda, who is encouraging connections to be made with other children in the organisation. However, this practice is yet to be routinely in place and the child remains quite isolated.

The child's parent was also concerned about their child being isolated. However, the parent said that they 'couldn't fault the staff' and believe that their child feels happy in the home. The parent did add that they do not always receive regular updates on their child and would like to feel more included in between visits.

Recently, the manager has helped to re-establish a relationship with the child's siblings. This was well supported and highly praised by those involved. The manager has advocated for this to continue, and future dates have been set.

The child's school attendance has improved dramatically in a short space of time. The child now has a good routine. The staff and school colleagues have worked well together to achieve this.

Staff have been mindful to build on the child's success in education, and have tailored holiday activities that continue to develop the child's confidence as well as their interests. The child has had opportunities to volunteer to look after animals, help build a go-kart, upcycle furniture and have some work experience.

How well children and young people are helped and protected: requires improvement to be good

The staff in this home do not yet understand the importance of a healthy and balanced diet. They are yet to embed a consistent approach to the child's diet that does not rely on highly processed foods. The child's diet is having a significant impact on their health.

Leaders and managers have made a commitment to improve the child's health in other areas, and the child has a gym membership with a personal trainer twice weekly.

There has been one safeguarding incident during this period. While it is acknowledged within the documents that the child received a debrief and was spoken with, the details of the conversations have not been effectively captured.

Furthermore, details within the staff debrief did not correspond with the incident record. Significant information was missing about the events that led to the incident, which were important in order to understand the event.

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

The manager in day-to-day charge of this home has been in the role for seven weeks. They have not yet registered with Ofsted, but intend to do so.

Feedback received from professionals is very positive about the new manager's approach in the home and communication style. The manager is proactive in establishing relationships with other professionals and working in partnership with the other agencies.

Staff also spoke positively about the manager and working in this home. The inspector found that staff are better supported, particularly around maintaining boundaries and ensuring consistency for the child. The manager has communicated this effectively through team meetings.

The manager has conducted a review of the child's previous experiences of care in the home and used this to inform improvements. One of the areas this is evident is in the child's records, which are now routinely shared with the child for comment. The records are written in a way that the child can understand, and they know what has been said about them.

However, the inspector found that some records do not contain sufficient detail to instruct staff on how to care for the child. Similarly, information about important relationships is lacking and does not effectively describe the nature of these relationships and how they are to be supported.

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, 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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home's statement of purpose; ensure that staff— understand and apply the home's statement of purpose; protect and promote each child's welfare; treat each child with dignity and respect; provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; help each child to understand and manage the impact of any experience of abuse or neglect; help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; and provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iii)(iv)(v)(vi)(vii))	1 November 2022

In particular, ensure that the child's records are updated to include more detail as well as being explicit in the expectations of staff.	
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans; understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding; and understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)(ii)(iv)) In particular, ensure that the child receives a healthy and well-balanced diet to support and maintain a healthy weight.	14 October 2022
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration;	14 October 2022

details of any methods used or steps taken to avoid the need to use the measure;

the name of the person who used the measure ("the user"), and of any other person present when the measure was used;

the effectiveness and any consequences of the use of the measure; and

a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;

within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—

has spoken to the user about the measure; and

has signed the record to confirm it is accurate; and

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.

(Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))

In particular, ensure that debriefs with the staff and child are thorough in their recording and that all relevant details are included for the purpose of reflection and understanding possible triggers.

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: 2609490

Provision sub-type: Children's home

Registered provider: Blue Elephant Childcare Ltd

Registered provider address: Unit 30, Chivenor Business Park, Barnstaple, Devon
EX31 4AY

Responsible individual: Tracy Phelps

Registered manager: Post vacant

Inspector

Katie Ratcliffe, Social Care Inspector

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