

2682000

Registered provider: Blue Elephant Childcare Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home was registered in May 2022 and provides care for up to four children. It is owned and managed by a private locally based organisation that operates several other homes in the area. At the time of this inspection, three children were living at the home.

The manager is not yet registered with Ofsted.

Inspection date: 25 April 2023

This monitoring visit

An incident took place on 8 April 2023 which resulted in a significant injury to a child living at this home. This visit was carried out to review action taken by the manager and staff in response to this incident and to ensure that children are safe living at this home and that they receive appropriate care to meet their needs.

The quality of records and accuracy of information relating to this incident is weak. Consequently, it is difficult to understand specifically what staff did to help the child when they were distressed and to prevent the incident escalating to injury. Timings of actions taken in respect of the incident are not documented clearly. Records of subsequent discussions with staff do not identify thorough reflections or learning from the incident to better support children and avoid similar incidents happening again. Moreover, the use of language is not sensitive enough or mindful of children's past experiences and feelings.

The manager and staff told the inspector that staff did all they could to support the child and that several attempts were made to offer the child support during the day up to the time of the injury. Staff said that they would not do anything differently and felt they managed the incident well. The child told the inspector that they wanted more support and reassurance from staff before the injury occurred.

Staff did not seek on-call advice when the child's behaviour escalated further and the child was at risk of significant harm. Manager oversight did not identify this learning. After the incident, staff took effective action to comfort the child and seek emergency medical help. However, there was a delay in staff contacting the emergency duty team about the incident to inform the responsible local authority.

The child's behaviour and risk management plans have been updated since the child was hurt. These plans do not provide the required information and actions to help staff respond to the child's behaviours should the child be at risk of causing harm to themselves or others in the future. Staff have received training about self-harm and challenging behaviour. However, staff have not received training on the risks of suicide and use of ligatures. A date was confirmed for this training during the inspection.

Children told the inspector that they like living at this home and they generally speak positively about the staff. No complaints or allegations were made about the quality of care that they receive, apart from the child's comment in relation to the incident. A team manager for the child who was injured told the inspector that staff provide a strong level of care and that the child has made much progress with their behaviour and education since living at the home.

The responsible individual recognises the concerns identified at this visit and a review of the incident has started which has identified the immediate issues. More in-depth learning is planned with staff to given them greater understanding and this, along with an action plan, will be shared with Ofsted when completed.

The requirements set at the last inspection remain and further requirements have been made following this visit. Ofsted will continue to monitor this home; a full inspection will be completed where all of the requirements will be reviewed.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/08/2022	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, 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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; help each child to develop socially aware behaviour; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(ii)(iv)(ix)(xi)) In particular, that behaviour management and risk assessment plans include the necessary information and actions to help staff support children when they are upset and in crisis. Also, that staff have the support and direction to help them understand children's behaviours and how best to help children.	31 May 2023

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; manage relationships between children to prevent them from harming each other; 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 are familiar with, and act in accordance with, the home’s child protection policies; 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)(iv)(v)(vi)(vii)(b)) In particular, ensure that staff take effective action before incidents escalate and when there is likelihood of significant harm.	31 May 2023
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.	31 May 2023

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; 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)(c)(f)(h)) In particular, that manager oversight highlights shortfalls in staff practice and includes areas for learning, and that staff have the necessary training to meet the needs of children, including training about suicide risk and use of ligatures.	
The registered person must maintain records (“case records”) for each child which— include the information and documents listed in Schedule 3 in relation to each child and— are kept up to date; and signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c)) In particular, ensure that all records are written to a consistently good standard, contain accurate information and use sensitive language about children.	31 May 2023

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: 2682000

Provision sub-type: Children's home

Registered provider: Blue Elephant Childcare Ltd

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

Responsible individual: Lucy Squire

Registered manager: Post vacant

Inspector

Anna Gravelle, His Majesty's Inspector Social Care

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