

2686658

Registered provider: Pelican Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private provider. It is registered to provide care for up to 2 children who may experience social and emotional difficulties. Two children were living at the home at the time of this inspection.

The manager registered with Ofsted in October 2025.

Inspection dates: 18 and 19 May 2026

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 23 April 2025

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/04/2025	Full	Requires improvement to be good
14/01/2025	Full	Good
22/06/2023	Full	Good
07/03/2023	Full	Requires improvement to be good

Summary of findings

Children benefit from a caring, stable and well-managed home that promotes positive outcomes. The environment is welcoming and personalised, helping children feel safe, valued and settled, while consistent staffing supports strong, trusting relationships. Children are making good progress from their starting points, with improvements in health, education and emotional wellbeing supported by individualised care, effective multi-agency working and regular engagement in meaningful activities.

Staff demonstrate a clear commitment to promoting independence, identity and family connections, contributing to children's strong sense of belonging. Safeguarding practice is generally effective, with children reporting that they feel safe and staff confidently manage risks. However, weaknesses in incident recording and adherence to specific procedures highlight areas for improvement. Leadership is a key strength, providing clear oversight, staff support and a positive culture, although minor recruitment record-keeping issues require attention.

Inspection judgements

Overall experiences and progress of children and young people: good

The home is clean, welcoming and homely, following significant renovations and improvements to the decor. Children's bedrooms are personalised to their individual tastes, which helps them feel valued. The small and inviting environment provides a comfortable living space.

Staff use individualised support plans that clearly outline each child's needs and risks. Children are making significant progress from their starting points, which external professionals recognise.

Children's health needs are met well. Since moving into the home, one child has achieved a stable medication routine that has improved their wellbeing and reduced behavioural incidents.

Children are engaged in education. For one child, staff have implemented a daily activity plan while alternative education provision is identified. This has developed the child's attitude to learning and continues to improve their routine.

Staff engage in activities with children, show a genuine interest in their care and involve them in planning their daily experiences. Children build positive relationships with staff, who create a family-like environment.

Children are supported to spend time with the people who are most important to them. Staff work closely with the local authority to navigate any challenges, including long-distance travel and fragile relationships, to help maintain family relationships for children.

Staff help children to develop a sense of belonging and stability. They have advocated and sought external support for one child who is navigating their personal identity.

Staff encourage children to develop independence, by offering choices and involving them in daily household tasks. This support helps children to build confidence in their decision-making and problem-solving skills.

Children are supported by staff to actively contribute to their plans and daily experiences, through regular consultation. Staff hold regular individual sessions with children to explore their aspirations and choices, although the quality of the records of these sessions varies. The registered manager is working closely with staff to improve the consistency and quality of these written records.

Staff support children to continue their engagement with specialist services, ensuring that support is delivered through a strong multi-agency approach. This promotes consistency in care and ensures that each child's individual needs are understood and responded to effectively.

Children moving in and out of the home are supported through robust transition plans. These are detailed and include a profile for each child to aid staff to understand their needs.

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

Children have individual risk assessments that reflect their individual needs and include clear guidance for the staff to follow. These assessments are updated regularly to include any emerging risks. As a result, children receive consistent support when incidents occur.

When one child went missing from home, staff supported their safe return. However, staff did not follow the established missing-from-home protocol, which resulted in a delay in reporting the child missing to relevant agencies. In addition, records of other incidents lack a clear chronology and sometimes omit the specific dates and times of the actions taken. These recording deficiencies make it difficult to verify that staff respond to all incidents in line with agreed plans.

Despite some challenging incidents, staff have demonstrated an ability to de-escalate situations and avoid the need to use physical intervention.

Children say that they feel safe in the home. Staff have undertaken additional training that enhances their ability to protect children and teach them how to stay safe. Through regular individual sessions, staff help children understand personal risks and identify where to find help if they have concerns.

Children develop problem-solving skills by taking age-appropriate risks during activities and free time. When staff need to apply boundaries, they use consequences sparingly

and ensure that they are proportionate. This approach successfully encourages children to learn from their actions.

Staff protect children from discrimination and support individual identity and gender development. When one child experienced prejudice, staff underwent specialist training and worked with external agencies to rebuild the child's confidence.

When a child made an allegation, it was appropriately investigated. Both the child and staff involved received support throughout the process. This approach helped to foster a culture of trust, openness, and supportive relationships.

Leaders and staff are confident in advocating for children's safety and welfare with external agencies. They challenge other professionals effectively and raise formal complaints when external decisions do not reflect the best interests of the children.

The effectiveness of leaders and managers: good

The manager is suitably experienced and manages the home effectively and efficiently.

The manager has established a stable and consistent staff team. This stability allows children to develop secure relationships and feel confident in the care they receive. Staff report that leadership changes have strengthened the home and improved the quality of care provided to children.

The manager demonstrates effective oversight by ensuring that staff read and fully understand all documentation relating to the children. Individual care plans identify each child's individual needs and incorporate local authority plans.

Staff feel listened to and value the support they receive from the manager. One staff member reported that the managers go above and beyond to help the team, ensuring that staff feel supported rather than overwhelmed. This strong level of support has contributed to the high staff morale.

Staff are supported by the manager to address practice shortfalls and to strengthen relationships with external professionals. This is reflected in the guidance provided to improve the quality of recording and enhance work with children.

Staff receive regular supervision that covers a wide range of topics and focuses on developing relationships with the children. A particular strength is the inclusion of staff reflection, which allows the team to evaluate how their training supports their daily work.

All staff are up to date with their training and additional courses specifically reflect the current needs of the children. Staff appreciate the opportunities to develop their careers and achieve professional qualifications.

Children speak highly of the leadership team and express confidence in approaching staff for support. They specifically identify the manager as approachable and reliable when

they need assistance or want to talk. These positive relationships reinforce the open and supportive culture in the home.

Safe recruitment practices are followed when new staff members are recruited. However, some proof of address documents in staff files do not include relevant dates. This administrative omission creates unnecessary confusion in the personnel records.

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 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; 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 are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)) In particular, leaders and managers must ensure that all staff respond to missing-from-home incidents in accordance with the plans and protocols for each child. Leaders and managers must ensure that incident records include a chronology of the actions taken, with the dates and times.	30 June 2026

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: 2686658

Provision sub-type: Children's home

Registered provider: Pelican Care Group Limited

Registered provider address: Pelican Care Group Ltd, 2a Swordfish Business Park
Swordfish Close, Higgins Lane, Burscough, Lancashire L40 8JW

Responsible individual: Thomas Ghannad

Registered manager: Stephen Johnson

Inspector

Paul McKay-Smith, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2026