

2718067

Registered provider: Blue Kite Children Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home has recently opened and is operated by a private provider. The home was first registered with Ofsted on 5 May 2023.

The home provides care for up to five children with social and emotional difficulties.

The registered manager submitted their resignation on 23 June 2023 with immediate effect. An interim manager has been appointed. However, an application to register has not been received.

Inspection dates: 5 and 6 July 2023

Overall experiences and progress of children and young people, taking into account **inadequate**

How well children and young people are helped and protected **inadequate**

The effectiveness of leaders and managers **inadequate**

There are serious and/or widespread failures that mean children and young people are not protected or their welfare is not promoted or safeguarded and/or the care and experiences of children and young people are poor and they are not making progress.

Date of last inspection: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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Not previously inspected		
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Inspection judgements

Overall experiences and progress of children and young people: inadequate

During the full inspection, significant shortfalls were identified in safeguarding practice and leadership and management arrangements of the home. This means that children's safety, experiences and progress are compromised.

The home was registered with Ofsted on 5 May 2023. At the time of the inspection, one child was living in the home and one child had recently left. This was an unplanned move as the provider gave immediate notice to end the placement as they were unable to meet the child's needs.

Moves in and out of the home are not appropriately considered. Leaders and managers do not evaluate how staff will manage children's specific risks. Transition plans do not consider children's individual needs or the potential impact on children already living in the home.

The experiences and progress of children living in the home are poor. Staff do not have access to children's relevant plans and are not provided with information to help them to understand children. Children are not receiving well-planned care that addresses their specific needs or promotes their safety and well-being.

Managers do not provide staff with sufficient and clear information that enables them to manage children's vulnerabilities safely and effectively. Failure to have meaningful and up-to-date information in children's plans means that staff have little written guidance on how to support the children in their care.

Children are not supported to learn. There are no identified education arrangements for children. No formal or informal learning is implemented within the home. Inspectors observed one child remaining in their bedroom until late afternoon. Staff did not try and encourage the child to leave their room and engage in any activities.

Staff do not know the children well. Children are not encouraged to contribute to decisions that affect their lives. Children are not spoken to about the quality of care they receive. This means that children are not supported to share their views and wishes and do not develop a sense of permanence and belonging.

Children are not supported to understand how to complain. Children are not helped to understand how to make a complaint. Children and staff do not understand what will happen if a complaint is raised, or any potential action that may be taken. The children's guide does not clarify this information. The guide also contains inaccurate information.

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

Safeguarding practice is not robust and is ineffective. Leaders, managers and staff demonstrate a lack of understanding about their roles and responsibilities in keeping children safe. When there are concerns about a child's safety, they have not taken appropriate action to minimise the risk of harm. For example, one child was able to leave the home in the early hours of the morning, without the knowledge of staff, and became unwell due to alcohol misuse. Records did not demonstrate that action had been taken to keep the child safe.

Managers and staff do not respond effectively to incidents, nor do they identify appropriate strategies to safeguard children and protect them from harm. There is a poor response to children going missing from home. Staff do not understand the actions to take to minimise the risk of harm to children and support the child to return home safely. In addition, children do not have access to return home interviews. This is a missed opportunity to understand the reasons children leave the home or any risks they may have faced.

Physical interventions have been used in the home. Restraint records highlight that these have not been completed and recorded appropriately. Records are poorly detailed and do not contain debriefs with those involved in the incident. Furthermore, there are occasions of restraints that have not been recorded. There is insufficient leadership and management understanding and oversight in respect of restraint practice in the home.

Leaders and managers have not responded appropriately to allegations. Managers have failed to make a record of allegations made by children. The manager could not provide an account of two known allegations made by children or what action had been taken subsequently.

There is ineffective leadership and management oversight of the quality of care provided. Records are inaccurate and conflicting, with some records of incidents missing. It is unclear what actions managers and staff have taken following incidents. This is poor safeguarding practice.

The effectiveness of leaders and managers: inadequate

There is inadequate leadership and management oversight in the home. Leaders and managers have demonstrated poor oversight of care planning and risk management. Leaders and managers were unable to provide inspectors with the appropriate documentation that identifies how staff are supported to understand and meet the needs of the child.

Staff do not understand the children or how to support them. Leaders and managers have not ensured that all staff have the experience, skills and qualifications to meet the needs of the children living in the home. For example, managers and staff were unable to demonstrate skills or knowledge to safely support a child with self-injurious behaviour, in particular ligature use.

There have been lots of changes to the staffing arrangements in the home since it opened. The current staff team is inexperienced, and the home is not adequately staffed to meet the needs of the child. This has resulted in a lack of stability and consistency for the child. The home's statement of purpose does not accurately detail staffing arrangements and qualifications.

Supervision sessions are not completed regularly or in line with the provider's own policy and procedures. This is a missed opportunity for leaders, managers and staff to reflect and learn from practice. Leaders and managers do not demonstrate any learning from incidents and staff performance to improve outcomes for children.

When there have been significant events in the home, including police being called, not all notifications have been sent to Ofsted. Furthermore, there are significant delays to notifications that have been received. Inspectors identified that information received in notifications differs from the actual incident report completed in the home. This means that the regulator does not have a clear overview of all safeguarding incidents.

Rotas do not identify the staff on shift, including agency workers, and the actual hours worked. This means that there is insufficient information to show that children are appropriately safeguarded, and the continuity of care is compromised.

Due to the serious and widespread concerns identified, an immediate notice to suspend the registration of the home was served. Ofsted will continue to monitor this suspension notice.

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 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. ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b)(c)(i)(ii)) This relates to leaders, managers and staff ensuring that children have an opportunity to personalise their bedrooms. Furthermore, leaders, managers and staff must ensure that they identify any potential hazards in the home environment that may present a risk of harm to children and that the home meets the needs of each child.	16 August 2023
The children's views, wishes and feelings standard is that children receive care from staff who— take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— ascertain and consider each child's views, wishes and feelings, and balance these against what they judge to be in the child's best	16 August 2023

interests when making decisions about the child's care and welfare; help each child to express views, wishes and feelings; help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child; regularly consult children, and seek their feedback, about the quality of the home's care; make each child aware of and, if necessary, remind them of each of the matters in sub-paragraph (d)(i) to (iii); ensure that each child— is enabled to provide feedback to, and raise issues with, a relevant person about the support and services that the child receives; has access to the home's children's guide, and the home's complaints procedure, when the child's placement in the home is agreed and throughout the child's stay in the home; and keep the children's guide and the home's complaints procedure under review and seek children's comments before revising either document; ensure that an explanation is given to each child as soon as reasonably practicable after the child's arrival about— the children's guide; how to make a complaint or representations in relation to the home or the care the child receives and how any such complaint or representations will be dealt with; and ensure that the views of each relevant person are taken into account, so far as reasonably practicable, before making a decision about the care or welfare of a child. (Regulation 7 (1)(c) (2)(a)(i)(ii)(iii)(iv)(vii)(b)(i)(ii)(c)(d)(i)(ii)(e)) In particular, the children's guide and complaint procedures must be kept up to date and explained to the child. Leaders, managers and staff must ensure that children are consulted about the care that they receive and receive feedback following any complaint or allegation made.	
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The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child’s education and training targets, as recorded in the child’s relevant plans; support each child’s learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; help each child to understand the importance and value of education, learning, training and employment; promote opportunities for each child to learn informally; maintain regular contact with each child’s education and training provider, including engaging with the provider and the placing authority to support the child’s education and training and to maximise the child’s achievement; raise any need for further assessment or specialist provision in relation to a child with the child’s education or training provider and the child’s placing authority; help each child to attend education or training in accordance with the expectations in the child’s relevant plans. (Regulation 8 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(x)) This relates to the requirement for leaders and managers to establish appropriate links with education providers and the headteacher of the virtual school, to seek support for children to access meaningful and relevant education. Those caring for children should be able to identify the barriers to learning and take appropriate action and escalate any concerns with the local authority.	16 August 2023
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Leaders and managers must maintain links with the placing authority and education providers and communicate effectively to ensure that children are appropriately accessing education in line with their plans.	
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; that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child’s health; and that the effectiveness of the home’s child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(d)(e))	16 August 2023

Leaders and managers should ensure that staff understand how to identify and respond to risks and be clear about their roles and responsibilities. Leaders and managers must ensure that there are relevant and up-to-date plans in place for children and that those who care for children are aware of relevant plans. Managers should ensure that those who care for children understand safeguarding policies and procedures and are appropriately experienced, skilled and trained to care for children safely. Leaders and managers should be satisfied that those staff caring for children have the appropriate qualifications and skills to meet the needs of children and keep them safe from harm.	
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 work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to 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; demonstrate that practice in the home is informed and improved by taking into account and acting on—	16 August 2023

research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; and 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)(b)(c)(d)(e)(f)(g)(i)(ii)) In particular, leaders and managers must ensure that the home is appropriately staffed to meet the needs of the individual children. Staff should be appropriately trained, skilled and have relevant experience to deliver relevant and safe care. Leaders and managers should update all relevant plans and ensure that these plans are read, understood and followed by those who care for children. Leaders and managers should support staff and the running of the home by having systems in place to monitor and review the quality of care provided to children.	
The care planning standard is that children— receive effectively planned care in or through the children’s home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home’s statement of purpose; that arrangements are in place to— ensure the effective induction of each child into the home; manage and review the placement of each child in the home; and	16 August 2023

plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority; that each child's relevant plans are followed. (Regulation 14 (1)(a)(b) (2)(a)(b)(i)(ii)(iii)(c)) In particular, leaders and managers must consider effectively how to meet the needs of children admitted into the home and how new admissions may impact on children already living in the home. Leaders and managers must ensure that children are supported to arrive at and leave the home in a planned and positive way.	
The registered person must compile in relation to the children's home a statement ("the statement of purpose") 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. (Regulation 16 (1) (3)(a)(b)) This relates to leaders and managers ensuring that the home's statement of purpose is accurately updated to reflect current staffing arrangements and qualifications.	16 August 2023
The registered person must ensure that— children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and	16 August 2023

allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (b)(c)(i)(ii)(iii)(iv)) Leaders and managers must ensure that children can access all areas of the home and that bathrooms are not separated into adult and children's areas.	
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular, the registered person must ensure that— a record is kept of the administration of medicine to each child. (Regulation 23 (1) (2)(c)) Leaders, managers and staff must ensure that medication is administered in line with the provider's own policies and procedures. There must be a clear and accurate record of any medication administered.	16 August 2023
After consultation with the fire and rescue authority, the registered person must— take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children's home; provide adequate means of escape from the home in the event of fire; make arrangements for persons working at the home to receive suitable training in fire prevention; and ensure, by means of fire drills and practices at suitable intervals, that persons working at the home and, so far as reasonably practicable, children are aware of the procedure to be followed in case of fire. (Regulation 25 (1)(a)(b)(c)(d)) Leaders and managers must ensure that persons working in the home are familiar with the fire risk assessment and understand where fire equipment is available in the home. Regular fire drills must be completed with staff and children so that they are aware of the procedure to follow in the event of a fire.	16 August 2023

The registered person must ensure that the employment of any person on a temporary basis at the children's home does not prevent children from receiving such continuity of care as is reasonable to meet their needs. The registered person must ensure that— at all times, at least one person on duty at the home has a suitable first aid qualification. (Regulation 31 (1) (2)(a)) Leaders and managers must ensure that at least one person on shift is appropriately first-aid trained.	16 August 2023
The registered person must— ensure that each employee completes an appropriate induction; ensure that each permanent appointment of an employee is subject to the satisfactory completion of a period of probation; and provide each employee with a job description outlining the employee's responsibilities. The registered person must operate a disciplinary procedure which, in particular— provides for the suspension from work of an employee if necessary in the interests of the safety or welfare of children; and The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience. (Regulation 33 (1)(a)(b)(c) (2)(a) (4)(a)(b)) In particular, this relates to leaders and managers ensuring that staff are receiving practice-related supervision and that performance is appropriately appraised. Each member of staff should be provided with a job description outlining their roles and responsibilities within their appropriate probationary period. Arrangements and records must be in place to detail when an employee has been suspended from work.	16 August 2023

The registered person must prepare and implement a policy which— is intended to safeguard children accommodated in the children’s home from abuse or neglect; and sets out the procedure to be followed in the event of an allegation of abuse or neglect. The procedure to be followed in the event of an allegation of abuse or neglect must, in particular— provide for the prompt referral of an allegation about current or ongoing abuse or neglect in relation to a child to the placing authority and, if different, the local authority in whose area the home is located; provide for records to be kept of an allegation of abuse or neglect, and the action taken in response; describe the measures which may be necessary to protect children following an allegation of abuse or neglect; and describe how and to whom staff are to report, without delay, any concern about abuse or neglect of a child. (Regulation 34 (1)(a)(b) (2)(b)(d)(e)(f)) This specifically relates to leaders and managers ensuring that a record is made of any allegation. Records should identify the actions taken and consultation with other agencies and individuals.	16 August 2023
The registered person must keep the behaviour management policy under review and, where appropriate, revise it. 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;	16 August 2023

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 (2) (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)) In particular, leaders and managers must ensure that accurate records are made of all restraints deployed in the home. Furthermore, records must be evaluated, and demonstrate that all those involved have been spoken to about the measure used.	
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; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))	16 August 2023
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must—	16 August 2023

maintain in the home the records in Schedule 4; ensure that the records are kept up to date. (Regulation 37 (1) (2)(a)(b)) In particular, leaders and managers must ensure that the register of children is up to date and contains information detailed under schedule 4. In addition, leaders and managers must ensure that there is an accurate record of the actual hours worked by staff and includes details of any temporary staff who have worked in the home.	
The registered person must notify HMCI and each other relevant person without delay if— an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there. Regulation 40 (4)(b)(c)) Leaders and managers must ensure that regulation 40 notifications are submitted without delay. Furthermore, leaders and managers must ensure that notifications are submitted following a serious incident or when there has been an allegation of abuse made against a person working in the home.	16 August 2023

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: 2718067

Provision sub-type: Children's home

Registered provider: Blue Kite Children Care Limited

Registered provider address: 14 Reedham Gardens, Wolverhampton WV4 4HE

Responsible individual: Thomas Haire

Registered manager: Post vacant

Inspectors

Nichola Croft, Social Care Inspector
Chibuzo Otache, Social Care Inspector

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