

2718067

Registered provider: Blue Kite Children Care Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home registered with Ofsted in September 2023 and is owned and managed by a private provider. It offers care for up to four children who may experience social and emotional difficulties.

At the time of this inspection, three children were living at the home.

The post for a registered manager is vacant.

Inspection date: 22 August 2025

Date of last inspection: 23 April 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspectors evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We identified the following serious and/or widespread concerns in relation to the care or protection of children at this assurance inspection:

- The home environment.
- Complaints against staff.
- Physical intervention.
- Case recording.
- Breaches of the General Data Protection Regulation (GDPR).

There are significant concerns regarding the home environment. During the inspection, inspectors identified immediate safeguarding risks to children, including unsafe blind cords, a broken bathroom door, an unsafe sink and access to items such as power tools and broken furniture. The home is unclean, has limited stimulation for children and does not feel like a family home. Maintenance repairs are required throughout the home. At the time of the inspection, maintenance staff were redecorating some areas of the home.

Inspectors spoke with two children living at the home. Both children said they are unhappy living at the home and raised concerns regarding staff practice during some physical holds. The interim manager is aware of these complaints and appropriately has notified the regulator.

When children are physically held, the manager's level of scrutiny is variable. This means it cannot be established whether the holds are safe, necessary and proportionate. Details of holds used by staff are not always clearly recorded. Discussions with staff involved in the holds do not always take place, which means that leaders and managers are not identifying and addressing any shortfalls in staff practice.

When children make complaints, the rationale for actions taken and outcomes are not always clearly recorded by the interim manager. Children are not always informed of the outcomes to their complaints. This does not ensure that children feel heard.

There are widespread shortfalls in case records. There is a lack of consistency in the quality of record-keeping, and there are inaccuracies in the information recorded. Additionally, some documentation regarding the management of complaints was not available to inspectors at the time of the inspection.

Children's confidential information is on display in the home. This does not ensure that children's personal information is held confidentially and breaches GDPR.

When children go missing from the home, staff follow their individual missing-from-home assessments. Staff search for children to locate and return them home safely.

There have been two occasions when children have been able to access medication. The interim manager quickly identified that the system in place was inadequate and immediately implemented additional safety measures. This is a recent change in the home.

The provider took proactive action during the inspection to remove the immediate safety risks to children from the home environment. A new head of care has recently been appointed and has taken responsibility to oversee the identified shortfalls.

Following a case review on 28 August 2025, which confirmed that there are serious and widespread concerns at the home, two compliance notices under Regulation 12 (the protection of children standard) and Regulation 13 (the leadership and management standard) were issued. Previous requirements under Regulations 7, 8 and 10 have not been considered during this inspection and are restated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/04/2025	Full	Requires improvement to be good
05/06/2024	Full	Good
20/11/2023	Full	Requires improvement to be good
05/07/2023	Full	Inadequate

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; 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 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 located so that children are effectively safeguarded; 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)(v)(vi)(b)(c)(d)(e))	14 September 2025
*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—	14 September 2025

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 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— 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)(c)(f)(g)(ii)(h))	
The children’s views, wishes and feelings standard is that children receive care from staff who— engage with them; and 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 interests when making decisions about the child’s care and welfare;	22 September 2025

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; and regularly consult children, and seek their feedback, about the quality of the home's care. (Regulation 7 (1)(b)(c) (2)(a)(i)(ii)(iii)(iv))	
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 a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible; help each child who is above compulsory school age to participate in further education, training or employment and to prepare for future care, education or employment. (Regulation 8 (1) (2)(a)(i)(ii)(iii)(vii)(ix))	22 September 2025
The health and well-being standard is that— the health and well-being needs of children are met;	22 September 2025

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;

that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require.

(Regulation 10 (1)(a)(b)(c) (2)(a)(i)(c))

*These requirements are subject to a compliance notice.

Children's home details

Unique reference number: 2718067

Provision sub-type: Children's home

Registered provider: Blue Kite Children Care Limited

Registered provider address: West Midlands House Ltd, Gipsy Lane, Willenhall
WV13 2HA

Responsible individual: Thomas Haire

Registered manager: Post vacant

Inspectors

Leanne Carr, Social Care Inspector
Nicola Jeffery, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
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