

1228091

Registered provider: Phoenix Care and Education Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately run home and provides care for up to three children who may experience social and emotional difficulties.

The manager registered with Ofsted in December 2021.

Inspection dates: 18 and 19 October 2022

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 29 April 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/04/2021	Full	Good
20/08/2019	Full	Good
19/03/2019	Full	Good
21/11/2018	Interim	Not judged

Inspection judgements

Overall experiences and progress of children and young people: good

Children have good relationships with the staff that care for them. Children say that they are happy living at the home. They enjoy a range of activities and one child has been on his first holiday. This means that children have positive experiences and relationships.

Staff consult with children to encourage them to be involved in planning and decision-making. Children complete monthly feedback forms which are reviewed by the manager. Where possible, children's requests are met. For example, one child chose a specific staff member as their key worker. Children also provide feedback in staff members' appraisals. This ensures that children feel listened to and valued.

Education is a priority for the manager and she works closely with schools to ensure that children attend and achieve. Two children attend school and, although there have been some difficulties, they are both making progress. One child who recently moved in is not currently attending education. However, the manager has escalated this to make sure that the child has access to education that meets her individual needs. This will ensure that children are given the foundations that they need for the future.

Staff support children to spend quality time with their families. Children value the support given by staff. Children who live together have good relationships and regularly enjoy activities together. However, the manager has not carefully considered historical information when making decisions about which children will move in.

Children are in good health and have access to services relevant to their needs. When children struggle to attend appointments, the manager seeks advice from professionals. This means that children's health needs are not overlooked. However, one child's medical consent form was not clear. This has the potential to delay medical treatment if it was required.

The home environment is nicely decorated, warm and welcoming. However, one of the living rooms is being used for staff to sleep in and there are locks on communal doors. This means that children are not always able to access communal areas in their home.

One child has only very recently moved in. However, there is not a placement plan in place or a clear way for staff to record what they are learning about the child. This means that important information needed to develop and inform the child's plans is being missed.

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

The manager and staff understand children's individual risks. Staff follow detailed risk management plans. The manager is confident in escalating concerns in order to safeguard children who are at risk of exploitation. One social worker said, 'The manager is proactive at looking at intervention and thinking differently. I am impressed with how the staff are able to re-engage [name of child]. He is as safe as possible right now.' This multi-agency approach supports the child and minimises risks.

When children go missing, staff keep detailed records. Staff actively look for children and share information received with relevant agencies. Children engage in their return home interviews and conversations with staff. However, there is no management oversight. This is a missed opportunity to identify any learning.

Children say they are aware of the complaints procedure and know who they can speak to if they are worried or upset. Children feel safe living in their home.

Children who self-harm or misuse substances receive appropriate support. The manager is quick to respond appropriately and ensures that staff have the relevant training to support the children. Children also have access to appropriate services and engage with them.

Restraint is only used as a last resort. Records are detailed and include debriefs with staff and children. The manager has reviewed the records of any physical intervention. This ensures that staff and children learn and reflect, and reduces the need for further restraint.

The effectiveness of leaders and managers: good

The manager is registered with Ofsted and is currently completing the relevant leadership and management qualification. The manager has a good understanding of the children's needs. The manager has high aspirations for each child.

Staff speak highly of the support that they receive from the manager. Staff receive regular and effective supervision and training. This means that staff have the skills and knowledge to support the children well.

The manager and staff understand the importance of multi-agency working. They are knowledgeable about other agencies that are available to support children. The manager is confident when requesting information or escalating concerns in the best interest of the children.

The manager has good monitoring systems in place which provide her with good oversight of the care provided. The manager regularly seeks feedback from other professionals and uses this to see how improvements to the care of the children can be made.

There have been some safeguarding incidents that have not been reported to Ofsted or that have been reported late. Although staff responded appropriately, this reduces the oversight of the regulator.

The manager ensures that there are suitable levels of staffing in the home. However, the full names of staff working in the home are not recorded in the home's rosters. This means that there is no clear record of who was supporting each child and does not meet regulation.

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 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 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)) In particular, this relates to managers ensuring that staff do not sleep in communal areas. This also relates to managers ensuring that locks are removed from internal doors.	5 November 2022
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4. (Regulation 37 (1) (2)(a)) The manager needs to ensure that the full names of all staff and hours worked are recorded on the rota, including the manager.	5 November 2022
The care planning standard is that children—	5 November 2022

receive effectively planned care in or through the children's home. In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to— manage and review the placement of each child in the home. (Regulation 14 (1)(a) (2)(b)(ii)) This relates to managers taking all known information into account when deciding if children can move in. This also relates to managers ensuring that relevant consent is on file for children who may need medical treatment. This also relates to children's placement plans being started without delay and updated with necessary information regularly.	
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. (Regulation 40 (4)(b))	5 November 2022

Recommendation

- The registered person should ensure that evaluation of incidents, including missing from home incidents, is undertaken to identify any gaps in training, skills or knowledge for staff, or to record and retain evidence of what worked well. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.31)

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: 1228091

Provision sub-type: Children's home

Registered provider address: Phoenix Care & Education Ltd, 22-24 Balfour Road, Bootle L20 4NZ

Responsible individual: Daren Roberts

Registered manager: Faye Gibbons

Inspectors

Kerri Lynch-Mahoney, Social Care Inspector
Mark Woodbridge, Social Care Inspector

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