

1228091

Registered provider: Phoenix Care And Education Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home is registered to care for up to three young people.

Young people may have behavioural difficulties linked to their emotional regulation.

The manager has been in post since June 2019 and has applied to Ofsted to be the registered manager.

Inspection dates: 20 August 2019

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: 19 March 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/03/2019	Full	Good
21/11/2018	Interim	Not judged
24/04/2018	Full	Inadequate
17/01/2018	Interim	Declined in effectiveness

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that they make suitable arrangement to manage, administer and dispose of any medication. ('Guide to the children's homes regulations including the quality standards', page 35, paragraph 7.15) In particular, when young people go on holiday, staff should record what medication has been taken on holiday and what medication remains in the home.

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one young person has left the home and one young person has moved in. Staff manage the moves in and out of the home well.

Good staff planning means that young people only come to the home if staff have the skills and knowledge to meet their needs. Staff are successful at helping young people to settle at the home.

Young people quickly develop relationships with staff. This is because staff take an interest in young people and are caring in their approach.

Young people lead busy and interesting lives. Staff support young people to continue with their hobbies and explore new ones. For example, one young person enjoys going fishing with staff and attending a weekly athletics class.

Staff advocate for young people to have increased contact with their families. This allows young people to develop their relationships with loved ones.

Staff offer practical support and encouragement to ensure that young people attend school. Because of this, young people access school in line with their education plans and are making good progress.

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

Staff keep young people safe. This is because staff recognise situations in which young people may be at risk and put in place strategies to manage the risk.

Young people do not go missing from the home. However, staff plan how best to respond should young people go missing in the future.

Staff are not risk averse. For example, they guide young people on how to use their own phones and the internet safely. Staff checks ensure that young people stay safe.

Staff are typically successful in managing young people's behaviours. They can de-escalate situations and help young people to calm down. When staff do use physical interventions, the manager reviews their use for any potential learning.

In most instances, staff are effective at administering medication safely. However, systems to record medication when young people go on holiday are not robust. This administrative issue has not placed young people at any risk of harm.

The effectiveness of leaders and managers: good

Since the last inspection, the registered manager has resigned. The registered provider appointed a new manager promptly, and they have applied to Ofsted to be the registered manager.

Despite only being in charge for a brief time, the manager is already well established in her role. She has already developed a detailed knowledge of staff and the young people and has a good insight into the home's strengths and areas of development.

A range of monitoring systems enable the manager to effectively review the quality of care provided to the young people. This means that the young people's needs are at the centre of decision-making.

Staff have access to a range of training courses. This training ensures that staff have the skills and knowledge to meet the needs of the young people.

Regular supervisions and team meetings help staff to feel well supported by the management team. They can get the guidance and help they need to promote the progress of young people.

A recent audit by one young person's placing local authority has highlighted the excellent care that the young person receives in the home. The audit praised the personalised care that staff provide to the young person.

Staff are successful at communicating with partner agencies. For example, monthly visits from the police ensure that there is a collaborative approach to meeting the needs of the young people.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: Phoenix Care And Education Ltd

Registered provider address: 22-24 Balfour Road, Bootle L20 4NZ

Responsible individual: Darren Roberts

Registered manager: post vacant

Inspector

Paul Robinson, social care inspector

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