

1228091

Phoenix Care and Education Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is privately run and is registered to care for up to three children who may experience emotional and/or behavioural difficulties.

The manager has been registered with Ofsted since June 2020.

Inspection date: 24 March 2021

This monitoring visit

This monitoring visit took place because the analysis and evaluation of the report under regulation 44 does not provide sufficient assurance about the quality of care in the home. In addition, the independent person does not consistently provide a clear opinion on whether children are effectively safeguarded and that their well-being is promoted.

Children's records clearly evidence their needs and risks. Plans provide the staff with guidance on how to support children to make progress in all aspects of their lives and to become safer. Plans include comprehensive chronologies of how children are being supported. This helps children to understand their experiences while living at the home.

Staff work collaboratively with external safeguarding agencies to reduce and manage risks for children, for example if they go missing from the home. The staff are able to demonstrate their knowledge of their roles and responsibilities in safeguarding children and report that they are supported well by leaders and managers in the organisation. The manager is realistic about the level of support she and the team can provide to children. She will advocate for the services and provisions that children require to support their individual needs, including future placements.

Children say they like the staff and that their cultural needs are supported. They are aware of the boundaries that are put in place to protect them. The staff act as

strong advocates for children's wishes and support children's access to independent advocacy services to ensure that their voices are heard. They also encourage children to take appropriate levels of self-responsibility to achieve their future goals.

Physical intervention is used in the home as a last resort, to keep children and others safe. The manager ensures that children are debriefed so that they understand why the measure was used. Over time, records show that the use of physical intervention is decreasing for one child, as the staff have helped him to find more positive strategies to manage his emotions.

Consent is provided for monitoring devices to be used, such as bedroom door alarms. Such devices are kept under review. However, the records do not always show this clearly, to demonstrate how their ongoing use safeguards and promotes children's well-being.

The manager has robust monitoring and review systems in place. She regularly seeks feedback from children and external stakeholders about the quality of care provided in the home. However, her report on the quality of care does not always capture these opinions to contribute to the continuous improvement in the home. Social workers are generally positive in their feedback, highlighting the resilience of the staff team and good levels of communication.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/08/2019	Full	Good
19/03/2019	Full	Good
21/11/2018	Interim	Not judged
24/04/2018	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, 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 independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children's well-being. (Regulation 44 (4)(a)(b)) In particular, the independent person should provide clear analysis and evaluation to inform the regulator's understanding of practice in the home, as well as a clear opinion on whether children are safeguarded effectively and that their well-being is promoted.	7 May 2021

Recommendations

- The registered person should ensure that they include the opinions of children, the staff, and other stakeholders in the report of the quality of care review, in contributing to continuous improvement in the home. ('Guide to the children's homes regulations including the quality standards', page 65, paragraph 15.4)
- The registered person should ensure that they clearly evidence any review of the use of monitoring equipment, such as bedroom door alarms, to demonstrate how they are necessary to support the safeguarding and well-being of children. ('Guide to the children's homes regulations including the quality standards', page 16, paragraph 3.16)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1228091

Provision sub-type: Children's home

Registered provider: Phoenix Care and Education Limited

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

Responsible individual: Daren Roberts

Registered manager: Kayleigh Davison

Inspector

Karen Willson, Social Care Inspector

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