

1228091

Registered provider: Phoenix Care & Education Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private provider. It is registered to provide care for up to three children who may have social and emotional difficulties.

Three children currently live in the home.

The manager registered with Ofsted in November 2023.

Inspection dates: 30 and 31 January 2025

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: 27 February 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/02/2024	Full	Good
18/10/2022	Full	Good
29/04/2021	Full	Good
20/08/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, two children have remained living in the home. Children say that they like the staff and like living in the home. Staff support children to understand the boundaries in place to keep them safe.

Staff know the children well and regularly seek their views about the home and their care. This has supported children to take part in the care planning process.

Children are supported to take part in activities and pursue their interests. One child has been able to take part in kick-boxing lessons at the home. Two children are supported to maintain previously established friendships. This has helped children to retain their identity.

Staff support the children to ensure that their physical and mental health needs are met. One child has been helped to have a better understanding of their own health needs, with the support of external professionals. Staff have undertaken bespoke training and been able to offer support to school staff to ensure that the child receives consistent and safe care.

Children are accessing education. Staff work closely with educational provisions and the virtual headteacher to ensure that any barriers to the children's learning are removed. As a result, children's education attendance has improved. One child, who previously struggled to attend school, now attends an alternative provision five days per week.

Children are supported by staff to maintain relationships with people who are important to them. One child has been supported to attend special occasions with their family. The child and family members both value these experiences and are appreciative to staff.

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

Staff have a nurturing approach to the children. Children are supported to explore their feelings through direct work. As a result, incidents are rare.

Staff are flexible in their approach to routines and boundaries, specific to the children's needs. When consequences are implemented, they are fair and proportionate. Staff support children to understand the rationale behind decision-making. This means that children are encouraged to make positive choices.

Risks are identified and understood by staff, and risk assessments are comprehensive. Staff know the children well and follow strategies identified to manage risks. Risks for the children living in the home have reduced. However, not all incidents that have occurred have been recorded. This limits the manager's ability to learn from incidents and develop staff practice.

When children go missing from the home, staff are proactive in their response. Staff search for the child in known locations and follow clear protocols. This ensures that children are enabled an opportunity to talk about any concerns they may have. Staff work collaboratively with children and other agencies to reduce risks.

Safer recruitment checks for staff are not followed. A risk assessment has been completed for one member of staff without the correct information. This does not ensure that only adults who are assessed as suitable are responsible for the care of children.

The effectiveness of leaders and managers: good

The manager knows the children well and spends time with them to understand their wishes and feelings. The manager is a strong advocate for the children and will challenge others if decisions are not being made in the child's best interests.

The manager is proactive in offering learning opportunities to the staff team. Training provided to staff is specific to the children's needs. There is a focus on continual development within team meetings, which are interactive and reflective. Specialist practitioners have attended meetings to enhance the staff team's knowledge.

Staff speak highly of the manager and deputy manager. The well-being of staff is prioritised, and they have access to regular supervision. The manager understands the individual strengths and areas of development for each staff member. This creates a positive environment, where staff feel supported.

The relationship between the manager and external professionals is good. Professionals comment that communication with the manager and staff team is good.

The manager has made effective use of internal monitoring tools to outline areas of development for the staff team. However, actions to progress are not clearly outlined within the quality of care review. Furthermore, children's records did not include all up-to-date plans from the children's placing authorities. This does not ensure that children are cared for in accordance with their statutory plans.

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 recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual is of integrity and good character; full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. The registered person may permit an individual to start work at the home despite the fact that the requirement in paragraph (3)(d) has not been met if— the registered person has taken all reasonable steps to obtain full information about each of the matters in Schedule 2 in respect of the individual, but the enquiries in relation to any of the matters in paragraphs 3 to 6 of Schedule 2 are incomplete; full and satisfactory information in respect of the individual has been obtained in relation to the matters in paragraphs 1 and 2 of Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(a)(d) (7)(a)(b))	14 March 2025

Specifically, the registered person must provide evidence to demonstrate that criminal offences are explored for new staff.	
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)) Specifically, the registered person must ensure that children's case records accurately reflect incidents and actions taken by staff.	14 March 2025
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans. (Regulation 5(a)). Specifically, the registered person should ensure that they have an up-to-date copy of children's local authority documents and plans.	14 March 2025

Recommendations

- The registered person should ensure that the review of the quality of care clearly identifies any actions required for the next 6 months of delivery within the home and how those actions will be addressed. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.4)

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: Phoenix Care & Education Limited

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

Responsible individual: Nicola Seasman

Registered manager: Carla Mackin

Inspectors

Hayley Smith, Social Care Inspector
Claire Hobbs, Social Care Inspector

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