

1234374

Registered provider: Phoenix Childcare Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to two children who may have emotional and/or behavioural care needs. It is part of a large organisation which operates children's homes in the local area.

Inspection date: 1 February 2022

Date of last inspection: 2 June 2021

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At this interim inspection, Ofsted judged that it has improved effectiveness.

Since the last inspection, one child has remained in the home. He is flourishing in the care of the manager and staff. One professional stated, 'He likes the staff and knows that they like him.' The child has made friends in the neighbourhood. Staff make sure that he has plenty of activities and projects that keep him happy. There is evidence of this in photos around the home. He regularly attends school. Staff support him to keep in contact with his family and other special people in his life.

The manager has successfully introduced another child into the home. The manager carefully considers each child's individual needs to make sure that each child can thrive. He seeks therapeutic advice and support to help the children settle and live together in the home.

Staff create a warm and friendly home for the children who live there. The porch entrance has been repainted and matches the high standard of décor throughout the house.

Staff are committed to achieving the best outcomes for the children. Recently, the manager has recruited new staff to join the team. Leaders and managers identify that COVID-19 is one of the factors that has adversely affected staff's resilience. It has meant that the staffing team around the children is not always consistent.

Leaders and managers have increased the level of therapeutic support to staff. Staff have regular clinical supervision from the in-house clinical psychology team. This has positively affected their practice and how they look after the children. For example, staff involve one of the children in the development of therapeutic strategies to help him to manage his own behaviour. This has reduced the number of significant incidents where the child is at risk of harm.

The manager and staff work with other professionals to make sure that the children are safe. For example, the manager invited a mental health professional to attend a team meeting to explain the background of one child's life experiences. This increased their understanding of the child's needs and how to care for her effectively.

The manager has met the requirement and recommendations made at the previous inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/06/2021	Full	Requires improvement to be good
29/01/2020	Full	Good
26/02/2019	Interim	Sustained effectiveness
11/06/2018	Full	Good

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

Recommendation

- The registered person should ensure that staffing structures promote continuity of care for the children in the home. ('Guide to the children's home regulations, including the quality standards', page 51, paragraph 10.1)

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: 1234374

Provision sub-type: Children's home

Registered provider: Phoenix Childcare Ltd

Registered provider address: Support Hub, Unit 5, Chinon Court, Lower Moor Way, Tiverton, Devon EX16 6SS

Responsible individual: Tina Morten

Registered manager: Mark Deacon

Inspector

Justine Hosking, Social Care Inspector

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