

1234374

Registered provider: Phoenix Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home was registered in May 2016 to care for up to two children and young people who may have emotional and/or behavioural care needs. The home is operated by a private company that operates several children's homes in the local area.

A suitably qualified registered manager is in place.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

Inspection dates: 1 to 2 June 2021

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 29 January 2020

Overall judgement at last inspection: Good

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/01/2020	Full	Good
26/02/2019	Interim	Sustained effectiveness
11/06/2018	Full	Good
14/11/2017	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Since the previous inspection, the home has provided care for three children. One child currently lives at this home. Outcomes for children have been varied. Carers were unable to effect sufficient change in one child's risk-taking and criminal behaviour. That child's placement at the home was ended following an altercation with another child. The manager and carers made sure another child was supported and well prepared to move on and make a success of living independently.

Some of the carers' responses to managing behaviour are not therapeutic. However, the current child has found stability in this home and there is evidence of sustained and significant progress in all areas of his life. Staff have high aspirations for the child. They want him to do well and are supporting him to build on his social and emotional skills in preparation for adulthood. Care planning for this child supports positive outcomes.

Parents are positive about the care provided to their child and feel they are kept up to date. They have faith in the carers and commented: 'These individuals have incredible patience and understanding.' They also described the manager as a 'great bloke' who is easy to contact. Friends and family visit the home and are included in some activities provided for the child.

The child attends full-time education and continues to learn. He is also engaged in several activities which encourage his social, physical and emotional development, as well as those which promote his interests and hobbies. Improvements in the child's self-esteem give him the confidence to spend more time away from carers and make some friends in the local community.

A lack of timely maintenance and repair outside the entrance of the home belies what inside is a warm, welcoming and highly personalised environment. A treasury of photos and a commentary of the child's life in this home are well ordered and prized by the child. It adds to the child's sense of belonging and will serve as a lasting memory of this time in his life.

Carers ensure the child attends routine health check-ups. The care provided is also complemented and informed by a team of therapists who provide assessment and therapy to children.

How well children and young people are helped and protected: requires improvement to be good

Referral risk assessments and matching process documents do not contain sufficient information or analysis to determine the impact placements will have on children. The therapeutic needs of children are not considered or included in the matching process.

The form used for these assessments remains unsuitable following a recent organisational update.

Reflective practice and supervision, following significant incidents, have failed to address poor behaviour management practice. Additionally, they have not led to discussions about alternative responses which could reduce the need to physically restrain a child and/or to reduce incidents.

Prior to this inspection, managers had identified a need for staff to provide a more therapeutic response in managing trauma-informed behaviour. Carers have since completed attachment training, and been supported by senior managers and therapists to discuss issues in team meetings. This has helped to develop their understanding, and subsequently there has been a gradual reduction in the number of incidents. More time is needed to ensure required changes are fully embedded into practice.

All carers have completed a comprehensive suite of mandatory and specialist training provided by the organisation. The support and encouragement from the manager enable carers to make sustained and measurable progress towards completing professional childcare qualifications.

The child appears to be happy and comfortable at home. The child has meaningful, positive relationships with the carers and his views and wishes are considered. The child's methods of communicating any frustrations are becoming calmer. There has been one complaint since the previous inspection, and it has been dealt with effectively.

Arrangements for the recruitment of carers are robust and safeguard the welfare of children.

The effectiveness of leaders and managers: requires improvement to be good

A suitably qualified, registered manager oversees the home. He has the support and confidence of a stable care team. The manager and staff are dedicated to promoting best outcomes for children. Carers cover time off for each other which provides important consistency for children.

Incident monitoring by the manager has not identified or led to effective actions to address inappropriate behaviour management. There are missed opportunities to develop carers' understanding of behaviour and to reduce incidents.

An effective system is in place for measuring improvements in the emotional health and well-being of children. The manager has also provided weekly updates to placing authorities and parents so that stakeholders are kept up to date about progress and any concerns. Independent monitoring of the home is valued by the manager and leads to some practice development.

Effective working relationships with other professionals, such as education and health providers, promote the welfare and development of children. The manager is also thorough in taking action to address inadequate responses from other professional stakeholders. He appropriately escalated concerns about the provision of care planning documents from a placing authority.

Several areas of practice are exemplary and worthy of wider dissemination. This includes the research and planning completed with a child about moving on and living independently. The quality of memory books and the photos kept for children is also good.

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 registered person must ensure that staff — understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children do the same. (Regulation 11 (2)(a)(ix)(x))	23 July 2021

Recommendations

- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans and where they have fully considered the impact that the placement will have on the existing child. ('Guide to the children's homes regulations including the quality standards', page 56, paragraph 11.4)
- The registered person should provide a nurturing environment that is welcoming – doing so is an important aspect of demonstrating that the staff care for the child and value them as an individual. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.7)

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: 1234374

Provision sub-type: Children's home

Registered provider: Phoenix Childcare Ltd

Registered provider address: The Hub, Seckington Cross, Winkleigh, Devon
EX19 8EY

Responsible individual: Tina Moreton

Registered manager: Mark Deacon

Inspector

Janice Hawtin, Social Care Inspector

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