

1234374

Registered provider: Phoenix Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider. It provides care for up to two children who may experience social or emotional difficulties.

The manager registered with Ofsted in May 2023.

Two children were living in the home at the time of the inspection.

Staff in the home are referred to as adults. This is reflected in the report.

Inspection dates: 8 and 9 October 2024

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: 17 October 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/10/2023	Full	Good
21/06/2022	Full	Good
01/02/2022	Interim	Improved effectiveness
02/06/2021	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children experience close relationships with some of the adults in the home. They can discuss difficulties and worries and adults provide nurturing and caring responses. Both children were at home during the inspection, but neither wanted to take part in the inspection or give their views.

The home is warm and inviting and feels like a family home. Creative ways have been considered to display children's photographs and pictures. The children's bedrooms are personal to them, with the things that are important to them on display. The canvas paintings made by the adults and children show that these children live here.

The adults understand the children well and know when they need space. For one child, the number of adults supporting them at any one time has reduced from two to one. This demonstrates how much progress has been made. The child was listened to and supported with this change.

Children are progressing well in education. The manager advocated effectively for a change in one child's education. The other child engages with regular work experience as well as a classroom education. This child has now developed career opportunities that were almost unimaginable from their starting point.

Children are in good health generally. A dental appointment was missed for one child, which is concerning given what the adults know about this child's diet. There is an emphasis on healthy eating in the home, but this is not reflected in what the children are eating at mealtimes.

Children are helped to develop skills of independence. Adults encourage children to go into shops on their own, buy ingredients they need and begin to budget. This is at the early stages for both children.

Friendships are supported. One child enjoys having friends for tea or to sleepover, and one child has joined groups linked to their interests where they can socialise. However, both children choose to spend long periods of time in their bedrooms. A lack of planning makes it difficult to see what is on offer to the children to encourage them to do otherwise.

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

Adults take effective and swift action to keep children safe when incidents occur. There have been very few safeguarding incidents since the last inspection. This is a reflection of the close relationship's adults have with children.

When one child was missing from home, adults took proactive and effective action to find them. Children's plans include details of known friends and family so that adults can find children quickly. These plans provide clear guidance to the adults as to what steps to take.

When concerns are raised about adults they are thoroughly investigated. Appropriate agencies are informed quickly and advice is sought. Immediate action was taken to ensure children's safety when a concern was about significant harm. Children are informed of the outcomes sensitively.

Strategies for managing children's behaviour are becoming more consistent. Situations are resolved quickly, and adults have the skills to prevent situations escalating. Clear boundaries are in place, so children know what is expected of them, for example handing in their phones at bedtime.

Children are supported to be safe online and they have both developed a greater understanding of the risks involved online. Children are praised when they act maturely and tell adults about potential risks. This helps the children to assess risk and make safer decisions.

Robust recruitment processes are in place. This enables leaders to make suitable decisions about the adults that are employed.

The effectiveness of leaders and managers: good

The manager is committed to their role and is ambitious for the children in their care. They know the children well and they have a close relationship with each of them. They are a strong advocate for the children and promote the children's best interests to other professionals. At times over the last year, there have been changes to the adults working in the home. The consistency of the manager has minimised the impact that this has had on the children.

The manager is a strong leader in safeguarding and concerns are quickly reported and shared. The children's views are taken seriously. Systems are in place to review and monitor care. Team meetings and supervision sessions reflect the manager's monitoring.

Newer members of the team are assisted by having simplified plans for children which detail their routines. This helps the adults to provide consistent care. Adults say they are well supported by leaders and like working here. Team meetings and reflection show how learning from incidents is shared and applied. Effective liaison takes place with other professionals who support the children. Wider professionals and the adults working in the home are overwhelmingly positive about the home and highlight the progress the children have made.

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

Recommendations

- The registered person should ensure that children are offered a wide range of activities both inside and outside of the home (where appropriate) and are encouraged to participate in those activities. In particular, children need to be made aware of the activities on offer so that they can choose how to spend their time. ('Guide to the Children's Homes Regulations, including the quality standards', page 31, paragraph 6.5)
- The registered person should ensure that children are provided with nutritious meals suitable for each child's needs. Children should be involved in choosing and preparing meals, and opportunities to sit together and eat should be promoted. In addition, children should be encouraged to make healthy choices and records should accurately reflect what children are actually eating. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.8)

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

Responsible individual: Max Jones

Registered manager: Hannah-Marie Bennetts

Inspector:

Nickie Doney, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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E: enquiries@ofsted.gov.uk
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