

1234374

Registered provider: Phoenix Child Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The children's home is operated by a private provider of care and education. It is registered for two children and young people who may have emotional and/or behavioural difficulties.

Inspection date : 10 May 2017

Overall experiences and progress of children and young people, taking into account

requires improvement to be good

How well children and young people are helped and protected

requires improvement to be good

The effectiveness of leaders and managers

requires improvement to be good

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: 8 February 2017

Overall judgement at last inspection: Inadequate

Enforcement action since last inspection

Monitoring visit completed: 28 March 2017

Key findings from this inspection

This children's home requires improvement to be good because:

- The registered manager must ensure that the care provided to young people by

all staff is of a consistently good standard.

- Care planning and information-sharing documents are not currently effective tools for promoting positive outcomes for young people.
- A number of positive safeguarding changes have been made, such as a safer recruitment system. However, these changes are not yet embedded into practice.

The children's home's strengths:

- Key relationships between the young person and their wider support network are encouraged and promoted by staff.
- A great deal of training is being provided for staff, to ensure that they have the knowledge to meet the presenting needs of young people.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/02/2017	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
6: The quality and purpose of care standard In order to meet the quality and purpose of care standard, the registered person must ensure that staff: (2)(b)(iv) provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; and (vi) help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult.	19/05/2017
8: The education standard In order to meet the education standard, the registered person must ensure that staff: (2)(a)(i) help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; (ii) support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; (iii) understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; (iv) help each child to understand the importance and value of education, learning, training and employment; and (ix) help each child who is above compulsory school age to participate in further education, training or employment and to prepare for future care, education or employment.	19/05/2017
13: The leadership and management standard In order to meet the leadership and management standard, the registered person must: (2)(c) ensure that staff have the experience, qualifications and	19/05/2017

skills to meet the needs of each child; (f) understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; and (h) use monitoring and review systems to make continuous improvements in the quality of care provided in the home.	
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* These requirements are subject of a compliance notice.

Inspection judgements

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

The young person living at the home has recently started to participate in education. This has had a positive impact and raised their self-esteem. However, a key part of this three-day provision is a day of work experience which is yet to be organised.

Staff are now providing increased opportunities for the young person to develop independence skills. However, emotional resilience is a key issue which requires greater input. For example, not all staff members are providing a consistent approach to challenging behaviour.

The young person is spending time with a number of family members, and their boyfriend. These relationships are supported by staff, which has led to a significant increase in the amount of time the young person spends with their parent.

The young person is provided with a great deal of support from external professionals in order to promote their mental well-being. There is also an open dialogue between the young person and staff at the home, which is supporting the young person's progress towards good emotional health.

There is no clear plan in place to support the young person to develop skills and move on from the home. However, it is also acknowledged that the local authority plays a significant role in planning for independence. It is important that the registered manager advocates for a clear plan in order to avoid the young person feeling worried or concerned about their future.

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

A safer recruitment system has been developed, and all staff files are being reviewed using this new system. Important training has also been provided to ensure that staff

have the skills to meet the needs of young people. Therefore, the requirement made at the last inspection, regarding the fitness of workers, is now met.

There is now a clear complaints system in place which ensures that any concerns a young person may have regarding those who care for them are handled safely. All members of staff have been given guidance on this system.

The behaviour management records have now been revised in line with regulations. Risk assessments need to be developed further in order to ensure that all staff are given clear guidance in respect of how to meet young people's needs. Also, a number of risk assessments are not relevant to the young person's welfare.

In respect of information sharing, chronologies provided to social workers are lengthy recordings of non-relevant information. These documents need to be streamlined to ensure that important information is easily accessed and can be shared effectively.

Staff are not ensuring that the young person is on time for important meetings. This further indicates that clear boundaries are not being consistently promoted.

The young person continues to smoke, although they have been provided with health advice and guidance. Further creative approaches need to be attempted by staff in order to support the young person to end this harmful habit.

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

The registered manager has been actively seeking to address all of the shortfalls identified at the last full inspection. While progress has been made, further time is required in order to ensure that good practice is embedded.

Team meeting records demonstrate how the registered manager is promoting good practice for all staff. For example, expectations regarding staff conduct have been made very clear and further reinforced during two consecutive team meetings.

Areas for further improvement include the need for the registered manager to provide a single placement plan, which is an effective tool to direct staff in how to care for the young person. Other important tools, such as risk assessments, are also not currently purposeful documents.

The registered manager is actively advocating for the health needs of the young person. He has identified that there is a gap in the young person's medical history record. He has recognised the significance of this missing piece of information, and is ensuring that clarification is obtained.

Feedback received from a staff member highlighted that the registered manager is passionate about working with young people. The staff member commented that he is always available to give guidance, which has promoted confidence in the staff team.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the difference made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

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 Child Care Limited

Registered provider address: Phoenix Learning and Care Ltd, First Floor, Rolle Quay House, Rolle Quay, BARNSTAPLE, Devon EX31 1JE

Responsible individual: Stephen Nicholson

Registered manager: Neil Rudd

Inspector(s)

Polly Soper, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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