

1234374

Registered provider: Phoenix Child Care Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is registered to provide care and accommodation 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 a number of children's homes in the local area.

Inspection date: 26 February 2019

Judgement at last inspection: good

Date of last inspection: 11 June 2018

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 good at the last full inspection.

At the interim inspection, Ofsted judges that it has sustained effectiveness. The young people in this home make progress, emotionally, socially and educationally. Since the previous inspection, one young person has left the home and another young person has moved in. Having learned from previous experience, the registered manager collected all the necessary information about the new young person to help him make a decision that was in both young people's best interests. The manager was resolute in ensuring that proper introductions took place so that the young person had the best start.

Staff have positive and open relationships with young people, who trust their staff and feel safe. Staff work hard to help young people to attend and engage in their appointments with other professionals and to develop resilience. If young people complain, the manager treats this seriously and takes appropriate action.

Young people have busy days with school/college, seeing family and friends, various appointments and clubs. They enjoy a variety of different activities and a holiday abroad is being planned. However, when young people want to play internet games with their friends, the Wi-Fi services to the home can be ineffective. This results in young people using their own mobile data and then running out, so they then cannot communicate with their friends. Managers are trying to resolve this problem.

Staff are well supervised and managed. They receive safeguarding training to enable them to give the right support to young people. The team is cohesive and united in its efforts to care for young people. The manager is organised and effective at challenging professionals so that young people get the services that they need.

The previous requirement and recommendation are met. Although a work in progress, young people's targets and progress are more clearly recorded. The manager and staff know their young people well and what they want to achieve in life. The statement of purpose has been altered to reflect the type of care that the home provides for young people.

Parents and social workers are pleased with the progress that young people make and have good relationships with the manager and staff. They feel confident in the care that the home provides.

The manager and deputy manager are dependable and keen to improve the home. They have made a determined effort to move away from institutional practice. Changes have been made to the environment since the previous inspection. For example, the home no longer has a staff office. The environment is calm, homely and welcoming. Young people have good routines, and staff and young people try to have one meal together every day to catch up and plan.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/06/2018	Full	Good
14/11/2017	Interim	Declined in effectiveness
09/05/2017	Full	Requires improvement to be good
08/02/2017	Full	Inadequate

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

Recommendations

- Children's home staff should seek to identify and provide appropriate opportunities for children to develop themselves in accordance with their wishes and feelings and as part of the home's plan for their care. ('Guide to the children's homes regulations including the quality standards', page 31, paragraph 6.4)

In particular, explore all possible options to improve the effectiveness of Wi-Fi services.

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 differences 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 whom it is trying to help, protect and look after.

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.

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 Limited, First Floor, Rolle Quay House, Rolle Quay, Barnstaple, Devon EX31 1JE

Responsible individual: Wanda Green

Registered manager: Mark Deacon

Inspector

Sarah Canto, social care inspector

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