

1234374

Registered provider: Phoenix Child Care Limited

Full 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.

The manager was registered for this home in May 2018 and has obtained a Level 5 Diploma in Leadership and Management for Residential Care.

Inspection date: 29 January 2020

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

How well children and young people are helped and protected **outstanding**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 26 February 2019

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/02/2019	Interim	Sustained effectiveness
11/06/2018	Full	Good
14/11/2017	Interim	Declined in effectiveness
09/05/2017	Full	Requires improvement to be 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	
In meeting the quality standards of engaging with the wider system to ensure children's needs are met, the registered person must, and must ensure that staff— seek to secure the input and services required to meet each child's needs. (Regulation 5 (b)) In particular: ■ ensure that the young person has sufficient opportunity to attend a work placement or training ■ advocate for the young person, where necessary, so that a clear move-on plan with timescales is agreed and meets his needs.	03/03/2020	
The care planning standard is that children receive well-planned care from the home. In particular, the standard in paragraph (1) requires the registered person to ensure that arrangements are in place to manage and review the placement of children in the home. (Regulation 14 (2)(b)(ii)) In particular: ■ ensure that the young person's placement plan is regularly monitored and updated, and it is clear what specific targets are in place and how the young person will be helped to achieve these.	03/03/2020	

Recommendations

- Contingency plans should be prepared in the event of a shortfall in staffing levels. If it is likely that there might only be one member of staff on duty at any time the manager should make a formal assessment of the implications for children's care, including any likely risks. ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.18)

In particular, review the current arrangements for on-call cover, so that staff are confident that they are able to access help in the form of extra staff, if needed.

Inspection judgements

Overall experiences and progress of children and young people: good

The young person living in this home and the young person who has moved out recently have both made excellent progress and their independence skills have blossomed. They have had a settled and long-term experience, enabling them to move into adulthood with improved chances of achieving happiness and success in their lives. Staff keep in touch with young people who have since left the home.

The manager and staff have worked hard to create a homely and friendly environment and have moved away from set practices and language. It is evident that the young person benefits from this and their views and wishes are central to the running of the home. If a young person raises a concern, it is looked into properly by the manager and resolved.

The young person enjoys good and trusting relationships with staff, who he looks up to. A much-anticipated holiday abroad is due to take place shortly, and staff and the young person are planning a variety of activities that are relevant to his interests.

The young person attends education deemed to be full time for half of the education/working week but for the other half of the week he has been engaging in less constructive activities. The young person has been waiting to attend a work placement or training since this academic year, to complement his education, but it has not yet been arranged. Staff continue to assist the young person in applying for part-time jobs as an addition to education and training.

Staff feel supported in their roles but are concerned that should they need to call for extra staff when working alone overnight there is likely to be a long time to wait because of geographical issues.

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

The young person enjoys consistent routines and staff put in place suitable boundaries that are continually reviewed as the young person develops and makes progress. This

approach has allowed the young person to increase his independence at a pace which keeps him safe and those around him.

Social workers praised the manager and staff and noted the positive progress that the young person has made. The team has worked closely with external professionals so that the young person received the help he needed to successfully meet specific objectives of his care plan. Bespoke training and workshops undertaken by the team members have increased their knowledge and understanding, so that they can help the young person to the best of their abilities.

Any difficulties that the young person experiences or expresses through their behaviour are managed well by staff. This means that none of these situations have developed into serious incidents, use of physical intervention or episodes of going missing.

Staff are recruited safely and they know what to do should a safeguarding concern arise.

Digital technology is managed safely within the home. The young person has many conversations with staff about a variety of topics to help him keep safe and healthy.

The effectiveness of leaders and managers: good

The registered manager works hard to achieve good outcomes for young people. He has a conscientious and honest approach and is supported by the deputy manager to provide solid leadership to the team. Staff enjoy working together and caring for the young person.

Much of the documentation is recorded well and will help the young person to understand his childhood more, should he wish to view his files at a later date. However, the placement plan is out of date and targets are not specific enough in some parts, which does not give the necessary direction to staff.

Team members receive regular, effective supervision that is recorded appropriately. Monthly well-attended team meetings provide useful guidance for staff. The meetings consider the young person's progress and cover the necessary issues of running a home.

An independent visitor provides monthly in-depth reports on the quality of care offered to the young person and the manager uses this scrutiny to improve the home.

The manager has been a good advocate for the young person. The manager may need to increase this advocacy so that the young person's pathway plan ensures that his move from the home does not negatively affect the completion of his college course. Currently, the young person is facing some uncertainty relating to timescales.

The home environment is regularly updated, clean and furnished well.

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.

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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