

1244137

Registered provider: Phoenix Learning & Care Holdings Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for one child who may experience social and emotional difficulties.

At the time of the inspection, one child was living at the home.

The manager registered with Ofsted in September 2023.

Inspection dates: 5 and 6 November 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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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	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 9 October 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/10/2024	Full	Good
08/11/2023	Full	Good
28/02/2023	Full	Good
26/10/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Staff are committed and devoted to ensuring that the child has a stable base from which to achieve and thrive. They place a strong focus on education, recognising the positive impact this has on the child's life. Staff have demonstrated over a sustained period that even in very difficult circumstances they never give up on the child, and, due to this dedication from a consistent staff team, the child has remained living in the home for a considerable length of time. The child has made significant progress during their time in the home. Their college tutor commented that staff have enabled the child to thrive both academically and personally.

The managers and staff place a strong emphasis on the importance of the child having every opportunity to participate in a range of social and recreational activities. Since the child joined the cadets, they have flourished, built peer friendships and achieved badges for newly learned practical skills. This has helped the child to gain a sense of community, discipline and resilience, which will be valuable for their future career path.

Staff are proactive and work positively with the child's family to ensure that they enjoy meaningful time with their loved ones. Staff assist the child in seizing every opportunity possible to maintain strong relationships. This included recently arranging a party to celebrate the child's birthday. The staff hired a hall where the child's family lived, decorated it in the child's favourite colour, made a cake, and invited all their family members to attend. One family member remarked that they had a great time celebrating the child's birthday in style.

The dedicated team of staff use research to inform their practice. They identify key areas in which the child needs additional support and work tirelessly to help them make progress and conquer important life skills. The in-house therapy team supports the staff and provides additional bespoke training to meet the child's needs. As a result, the child experiences in-depth personal support from highly trained staff, which has a significant positive impact on their lives.

Staff support the child in developing the skills necessary to enhance their independence both at home and in the community. The child's experiences are recorded in a way that is meaningful for them. This gives the child a great opportunity to look back and be proud of everything that they have achieved while living in the home.

Staff sensitively and effectively help the child maintain good health and hygiene. Staff promptly identify the child's health needs and encourage them to seek appropriate care and support from local health services.

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

The child feels safe at the home and has dependable staff who they can talk to about any concerns. Staff take the child's worries seriously and respond to them with kindness and warmth. Staff take appropriate action to allay any fears and promote the child's emotional well-being.

Staff are competent and understand the support the child needs to feel safe and be protected from harm. Staff consistently adhere to clear boundaries to enhance safety and foster acceptable positive behaviours. If incidents occur inside or outside the home, staff respond promptly and effectively to protect the child and help them manage their behaviour safely. Incident records are detailed with effective oversight by the manager and the quality assurance safeguarding lead. This provides key information that enables staff to understand the child better, improve their practice and minimise the risk of similar incidents occurring in the future.

Staff take a positive approach to risk and are not risk averse. This enables the child to take age-appropriate risks so they can develop and grow. Staff take time to help the child learn important life skills they need to be able to live independently and keep themselves safe. Staff encourage the child to develop a sense of identity and understand the importance of them forming positive relationships with peers. The child has built healthy friendships and now enjoys spending time with friends in the community without any unnecessary restrictions.

Restraint has been used once to safeguard the child and others around them from harm. Records are detailed and clearly describe what led up to the incident and the taught de-escalation techniques staff used before using physical intervention. The manager has an exploratory conversation with the child and staff after the event to fully gather their thoughts and feelings and check on their well-being. The record clearly shows that the use of restraint was proportionate, only used as a last resort and for a minimal length of time.

The effectiveness of leaders and managers: outstanding

The experienced and dedicated manager has developed a culture in the home that has been influential in positively changing the life of the child they support. All staff embrace the manager's vision for the home and work tirelessly to help the child achieve and make significant progress across all aspects of their life. A family member said the staff are great and patient and know how to get the best out of their loved one.

Leaders and managers interact with children and staff with kindness and affection. Several staff members, including the manager, have been in post since the child moved into the home. Staff retention is high, and agency staff are not used, meaning that the child is supported by a consistent, well-established team of staff who know them extremely well. This has been fundamental in improving the child's emotional and physical well-being.

The registered manager has strong working relationships with partner agencies. The manager is effective and has appropriately challenged external professionals to ensure that the best possible outcomes for the child are achieved, understanding the important impact this can have on the child's development, experiences and their future aspirations. The feedback obtained from professionals was notable, with a social worker commenting that staff advocate well for the child and want the very best for them, adding that the child has made fantastic progress, which has been huge. The child has positive relationships with their carers, and it truly has been amazing.

Records are written in a child-friendly manner and fully reflect how staff support the child's everyday life. The child's voice is constantly sought so they can contribute to their records, and their voice is strongly evidenced throughout. They clearly show what is important to the child and ensure that a focus is maintained on their hopes and dreams for their future. The child is praised for their achievements, no matter how small, and they are celebrated. Records clearly illustrate the considerable progress the child has made from their starting point.

Staff are overwhelmingly positive about working in the home and are proud of the role they play in supporting the child to experience positive outcomes. Staff benefit from a robust supervision process and feel that the leaders and managers encourage them to further develop and show genuine care for their well-being. Training is of a high standard. Staff have achieved qualifications to increase their skills and knowledge so they can provide the best support for the child.

The home is a warm, cosy and well-maintained environment and has a loving family home feel to it.

No requirements or recommendations have been raised at this inspection.

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: 1244137

Provision sub-type: Children's home

Registered provider: Phoenix Learning & Care Holdings Limited

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

Responsible individual: Max Jones

Registered manager: Luke Kerswell

Inspector

Gary Turney, Social Care Inspector

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