

1244137

Registered provider: Phoenix Learning and Care Holdings Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care and accommodation for up to two children who may have emotional and/or behavioural difficulties.

The home is operated by a private provider of education and social care. The manager has been registered with Ofsted since August 2016.

Inspection dates: 7 to 8 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: 30 January 2019

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/01/2019	Interim	Sustained effectiveness
08/11/2018	Full	Good
17/01/2018	Interim	Sustained effectiveness
16/05/2017	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The young person who lives in this home has been provided with a period of stability for over two years. An extremely stable team of staff provide a calm and nurturing environment and do well in building trusting relationships with the young person. These positive relationships enable her to successfully work through past traumas and make good progress in all parts of her life.

The young person's placement plans are detailed and clearly explain how the staff should best meet her individual care needs. A specific strength of the team is the consultation with and inclusion of the young person in her plans and the development of the home. As a result, the young person feels valued, listened to and, as she told the inspector, 'part of a family'.

The staff and manager have high aspirations for the young person. They support the young person effectively to attend school and achieve in her examinations, visit family, go abroad on a holiday and have safe and positive friendships with other young people. This is impressive, considering the starting point for this young person.

Professionals from other agencies spoke highly of their relationships with the manager and staff and the progress made by the young person.

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

The staff do extremely well, to achieve a balance of allowing the young person to take risks and learn from any mistakes with keeping her safe. Risk assessment procedures and documents give the staff clear guidance and strategies to use, should the young person engage in risk-taking behaviours. That said, the staff's knowledge and understanding of the young person, coupled with their in-depth knowledge of behaviour management and use of therapeutic interventions, have directly resulted in the young person becoming more emotionally resilient. For over 12 months, there have been no instances of the young person going missing from the home, staff having to use physical intervention to manage risk or police involvement.

The staff are vigilant, and take prompt and effective safeguarding action if necessary. Safeguarding incidents, such as when a young person discloses information, are competently managed and all details are promptly shared with the relevant safeguarding authorities. For example, a compassionate, sensitive and collaborative approach by both the local authority and the home has meant that a recent disclosure by the young person has resulted in her feeling supported and listened to, thereby helping her to navigate her way through historical trauma.

The young person is encouraged to build her independence skills by using 'free time', independent travel and the use of the internet. There are trusting relationships between the young person and staff, so much so that the young person has adults

whom she can speak with if she sees anything inappropriate or concerning when using the internet or when forming relationships.

The effectiveness of leaders and managers: good

The manager is passionate and committed to improving the outcomes of young people. She achieves this by remaining up to date with current practice and research, regular training for herself and the staff team, reflective supervision and collaborative working with a team of therapists. Her enthusiasm inspires the staff, who share her passion. This dedication has directly impacted on sustained and improved outcomes for the young person living in the home.

The manager maintains quality relationships with all professionals involved with the young person. She produces reports and updates that are of a high quality and that reflect an in-depth knowledge of the young person's progress and plans.

A local authority social worker spoke of 'excellent communication' with the manager and staff and the 'excellent progress' that the young person has made, and continues to make, because she has lived in the home for over two years.

The young person gains a sense of security and permanence from being supported by a consistent staff team. The manager undertakes regular care shifts in the home as well as managerial tasks, so knows the young person extremely well. If a member of staff is away, other staff cover the shift rather than have someone whom the young person does not know. There has been no use of agency staff for over 12 months.

The manager demonstrates skilled and effective management and leadership qualities. Good use is made of the monthly independent visitor reports. They directly inform the ongoing development of the home.

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 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: 1244137

Provision sub-type: Children's home

Registered provider: Phoenix Learning and Care Holdings Ltd

Registered provider address: The Hub, Seckington Cross, Winkleigh, Devon
EX19 8EY

Responsible individual: Wanda Green

Registered manager: Victoria Cann

Inspector(s)

Linda Bond, social care inspector

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