

1244137

Registered provider: Phoenix Learning & Care Holdings Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to provide care for up to two children who may have 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: 8 and 9 November 2023

Overall experiences and progress of children and young people, taking into account	good
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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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 28 February 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/02/2023	Full	Good
26/10/2021	Full	Outstanding
07/01/2020	Full	Good
30/01/2019	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

The child currently living in the home has been enabled to build solid relationships with staff. The child is supported to actively take part in all meetings where important decisions are made about the child's life. Staff take time to listen to the child and ensure that the child's voice is heard. Staff advocate for the child to ensure that their needs are met and their welfare is promoted.

Staff have built effective relationships with the child's virtual school heads and successfully liaised with them to secure full-time education provision for the child. The child is now learning and making good progress in education, as they are in many other areas of their life. Staff have also started to support the child to learn key independent living skills to help them develop their independence. A family member commented that the child is thriving and doing well.

The staff ensure that the child enjoys a good range of social, educational and recreational activities that reflect the child's interests and help them build their confidence and self-esteem. Activities include surfing, trips to museums and attending a music club. Staff understand the importance of the child having these positive experiences and how they support the child to grow socially and emotionally.

Staff know the child well and understand how important it is for the child to spend meaningful time with their friends and family. Staff work positively with the child's loved ones and do everything they can to ensure that the child maintains regular and safe contact with family members. This helps support the child to develop a sense of their own identity and promotes their well-being. A relative commented that staff do everything they can to support them seeing the child.

Staff treat the child with dignity and respect and ensure that their day-to-day needs are met. Staff provide a consistent routine for the child and understand and respect the child's needs around their privacy and personal space. The child is supported to maintain a healthy, balanced diet. The child and staff enjoy evening mealtimes together in the home's dining room.

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

The child told the inspector that they feel safe living in their home. Staff understand the child's needs, and how they can keep them safe and protect them from harm. The child is settled in their home and there have been very few adverse incidents, no occasions when the child has gone missing, and no use of restraint.

The child told the inspector that they have staff they can trust and share their concerns, thoughts and feelings with. Staff have meaningful conversations with the child, which can be of a sensitive nature. These evidence that staff take time to listen to the child's fears and take appropriate action to alleviate them and bring about a positive solution that meets the child's needs.

Staff consistently stick to the clear boundaries that have been put in place to meet the individual needs of the child and help keep them safe. When incidents arise that may put the child at risk, staff take time to explore why, try to understand the reason for the child's behaviour and seek ways to minimise the child's exposure to harm. Staff support the child to gain an understanding of how they can manage their own feelings and behaviour and keep themselves safe in the future.

Staff understand the risks that using the internet may pose for the child. Staff have age-appropriate restrictions in place to help keep the child safe. Staff have regular discussions with the child regarding healthy relationships and online safety to support the child to learn how they can keep themselves safe. Risk assessments are appropriately reviewed and updated where necessary.

The effectiveness of leaders and managers: good

The home is managed effectively by an efficient permanent registered manager. The home is fully staffed and provides the child with consistent care and support that meets their needs, and helps them to experience positive outcomes and make progress in many aspects of their life. A social worker commented that they have no concerns at all, that good relationships have been formed and that the child is doing well.

The manager and staff are good advocates for the child. Staff have built positive working relationships with external agencies, professionals and the child's family. Staff proactively do all they can to ensure that the child's wishes and aspirations are achieved and met.

Records are written in a child-focused way. The child's voice is evidenced throughout and records clearly show what staff need to do to meet the child's bespoke needs. Records highlight the progress the child is making and focus on the child's future.

Staff expressed their pleasure in working at the home and described it as being one big happy family. They receive regular supervision that focuses on the child. Staff have access to a skilled therapeutic team to support their development and enhance their own mental well-being. Training is of a good standard and tailored to meet the individual needs of the child.

The manager ensures that the home is maintained to a high standard. The physical environment is clean and tidy and provides a safe and secure place for the child to live. The home is personalised to reflect the interests of the child and has a warm, homely feel to it.

The child, their family, staff and the social worker were all positive about the way the manager manages the home. The placing social worker praised the manager's good communication skills and the progress the child is making.

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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