

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: 9 and 10 October 2024

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: 8 November 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/11/2023	Full	Good
28/02/2023	Full	Good
26/10/2021	Full	Outstanding
07/01/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child was present for the inspection and the inspector spoke to the child. The child has lived in the home for nearly two years and over this time has built strong and trusting relationships with the consistent staff team that support their needs. This close bond has meant that the child felt able to express their past experiences with staff. This influenced the child's emotional wellbeing which negatively impacted on all areas of their life. Dedicated staff worked tirelessly to keep the child safe during this difficult time. The child is now back in school, seeing their friends and spending time with their loved ones.

Staff treat the child with dignity and respect, promote the child's independence and support their day-to-day needs. Staff are supporting the child to learn important life skills to support their aspiration to move to semi-independent living. Staff provide a consistent routine for the child and appreciate and acknowledge the child's needs around their privacy and personal space. The child is supported with budgeting, shopping for themselves and cooking their own meals and is encouraged to maintain a healthy, balanced diet.

Staff promote good health, and the child is being supported to improve and manage certain areas of their daily routine that could impact adversely on the child's health. Staff are able to have delicate and sensitive conversations with the child to encourage and help them understand the importance of carrying out certain daily tasks, without feeling shamed. Due to this the child has made significant progress from their starting point.

The staff team understand the importance the child places on spending meaningful time with their family. Staff know the positive and negative impact this can sometimes have on the child's emotional well-being. Staff work sensitively with the child's relatives to help ensure the child enjoys valuable time with them. One family member commented that the care and support staff provided for their loved one was phenomenal.

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

Staff understand the support the child needs to help keep them safe. Staff promote safety and take a positive risk approach to encourage acceptable behaviours. If adverse incidents occur, staff respond promptly and effectively to protect the child from harm. Incident records are comprehensive with a full chronology of the event. Management oversight is effective and used to identify information that enables staff to understand the child better and minimise the risk of a similar incident occurring in the future.

Restraint has been used twice to safeguard the child from harming themselves or others. Records were detailed and clearly described what led up to the incident and the de-escalation techniques staff used prior to the restraint. There was good oversight from the responsible individual and in-house therapies team offering effective evaluation of the incidents, and lessons learned included additional training for staff to help prevent

similar incidents occurring in the future. The records evidence that physical intervention was proportionate and only used as a last resort and for a minimal amount of time.

Staff promote the child's welfare and help them to feel protected and keep themselves safe. Staff impart clear boundaries so that the child is aware of what is acceptable and help the child to learn how to manage their own feelings and behaviours safely. On the one occasion where the child went missing from home, staff promptly followed strict protocols in place and effectively worked with external agencies to help the child return home safely.

Staff have an in-depth understanding of the child's unique vulnerabilities and know the risks the child could be exposed to. Risk assessments are thoroughly recorded and regularly reviewed. This ensures that information is up to date and clearly sets out exactly what action staff need to take to address the current risks and help keep the child safe.

The effectiveness of leaders and managers: good

The home is well managed by a passionate, experienced manager who focuses on the child's aspirations and working together with external professionals to achieve them. This ethos is embraced by the staff team who share the manager's vision and put the child at the heart of everything they do. A professional commented that they were impressed with the level of care staff provide to the child.

Staff are happy and enjoy working at the home and praise the team for the support they give one another. The child was happy and smiling during my time with them and fun, and laughter was observed between staff and the child during the inspection. Staff expressed it can be hard at times and challenging, however, all spoke with pride about the progress they have helped support the child to make.

The manager takes time to listen to the child, respect their wishes, and involve the child in everything they do and decisions they make. For example, the child was given a separate fridge and cupboard in the kitchen to help with their independent skills, the child wanted to decide which cupboard and fridge they wanted to use for themselves and this was respected.

Leaders and managers are strong advocates for the child. Appropriate challenge is used when required with external agencies on the child's behalf to help ensure the child's needs are met, and their rights upheld. Staff effectively liaise with professionals to inform them of the progress the child has made and incidents that may have occurred. Changes are then discussed and made to reflect what is currently important to the child. A professional stated that staff advocate for the child well and act in their best interests.

The manager and staff ensure that the home is well maintained. The physical environment is clean and provides a safe and secure base for the child to live in. The home is personalised to reflect the interests of the child and has a nice, homely feel to it.

The small garden was recently revamped by the child and staff and came runner up in a best garden competition which was celebrated by all.

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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