

1244137

Registered provider: Phoenix Learning And Care Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is owned by a private provider. This provider also owns a number of other children's homes throughout the south-west region. This particular home is registered with Ofsted to care for two children who have emotional and/or behavioural difficulties.

Inspection date: 17 January 2018

Judgement at last inspection: requires improvement to be good

Date of last inspection: 16 May 2017

Enforcement action since last inspection:

none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

Since the last inspection, a child has moved on from the home because staff were no longer able to meet her needs. The period before the child moved was difficult; staff were not equipped with the necessary skills to safely respond to incidents of aggression.

Initially, the child had made some good early progress living at this home. She was positively engaging with staff and enjoying days out together, and she was attending school and received an award from the local authority for her educational achievement. She is also the original creator of a 'Faye-mazing' welcome pack that is now given to all new children who move into one of the company's homes. The local authority also wanted to adopt her creation, and the first child who received the pack at another of the

provider's homes thought it was 'wonderful'.

The manager demonstrates compassion for the children she looks after. It was with reluctance that she ended the placement of one child at this home. Leaders and managers worked closely with the local authority to identify a new home for the child. Daily conferences were held to ensure that all parties were kept informed of the child's feelings and the plans for her next home. Leaders and managers escalated concerns to senior managers in the authority and to Ofsted when the decision about the next placement started to drift.

Another child has since moved into the home. She was able to visit prior to moving in. The staff team is excited about helping her, and she is already showing signs that she is settling in and enjoying living at this home.

Since the last inspection, the frequency of formal supervision for staff has had gaps. The manager knows the reasons for these gaps and is taking action to remedy the situation. Staff told the inspector that, despite the gaps, they did feel supported by the manager and were provided with a group clinical supervision session.

Thorough independent monitoring of the home has continued at regular intervals. It is informative, and reflects the children's views and progress as well as the challenges faced by staff.

There has been no use of restraint and children have not gone missing since the last inspection. On a number of occasions, staff had called the police to the home to help them to manage a child's behaviour. This practice has not occurred with the current child.

The manager responded effectively to a child protection concern that involved a child using social media. This concern was reported to the necessary authorities appropriately. Children are always supervised while using the internet so that they can be helped to learn how to use it safely.

One complaint has been investigated by a senior manager, with a satisfactory outcome.

The manager does not always ensure that staff receive prompt training to meet the needs of children when they first move into the home. A child has been at the home for over a week, and staff do not know when they will be provided with the specific training in accordance with her vulnerability and risks.

The manager has addressed the two requirements made at the previous inspection. Staff members gave a child opportunities to engage in activities outside of the home that provided a social experience for her. Also, she was supported to develop independence skills and make healthier choices. Consequently, the child adopted a vegetarian and then vegan diet to try and improve her health.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/05/2017	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
33: Employment of staff The registered person must ensure that all employees receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4) (b))	28/02/2018

Recommendations

- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs, and should understand the key role they play in the training and development of staff in the home. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.11)

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.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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 Ltd

Registered provider address: Rolle Quay, Barnstaple EX31 1JE

Responsible individual: Leo Kybert

Registered manager: Victoria Cann

Inspector

Guy Mammatt, social care inspector

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