

1256771

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 owned by a private provider and offers care for up to three children. The provider states in the home's statement of purpose that it provides care for children with social and emotional difficulties.

At the time of this inspection, three children were living in the home.

The manager registered with Ofsted July 2024.

Inspection dates: 20 and 21 August 2025

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	outstanding
---	-------------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 9 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2024	Full	Good
23/10/2023	Full	Requires improvement to be good
04/01/2023	Full	Good
05/10/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Four children have been welcomed into the home and two children have left the home since the last inspection. The three children currently living in the home have not been there for long but are all making progress from their starting points in many areas of their lives as they settle in. Staff have a strong desire for children to achieve their full potential and experience positive outcomes. One professional commented that staff have built a safe environment where children can flourish.

Staff are skilled at quickly developing trusted relationships with children. Staff take time to listen to the children and are able to swiftly develop a good understanding of each child's needs and wishes, which positively influences how staff care for each child. All children have enjoyed taking part in activities in the community that reflect their interests and hobbies, such as swimming, horse riding, badminton and boxing, and two children have been on a summer holiday of their choice.

The home is warm and welcoming. Children's bedrooms are personalised and reflect each child's likes and interests, and all children have their own en-suite bathroom. The home is maintained to a good standard and when damage is caused to the property repairs are promptly carried out so that the home maintains its homely feel. There is an abundance of photos of the children, their families and friends displayed throughout the home depicting special moments in time enjoyed by all. When a child's former foster carer visited the home for the first time, they said that they were so impressed with how much of a home it was, how kind everyone was and how informal and relaxed it felt.

Staff treat children with dignity and respect while promoting children's independence and supporting their day-to-day needs. Staff provide a consistent routine for children and children are encouraged to maintain a healthy, balanced diet. Meals are home cooked by staff and children, with evening mealtimes often enjoyed together in the home's large dining area.

Staff understand how imperative it is for children to spend valuable time with their friends, family and carers. Staff work proactively with children's loved ones and do all they can to ensure that children spend regular, meaningful and safe time with their family. This promotes children's emotional well-being and helps support children to maintain and further develop a sense of their own identity.

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

Children are supported by staff who understand how important it is to maintain clear boundaries that promote safety and encourage acceptable behaviour. Staff discuss important and delicate topics with children on a one-to-one basis. They take time to listen to them and help children to express how they are feeling and what help they need. Staff understand the journey children have been on and respond compassionately

when untoward incidents occur and are never punitive in their approach. Staff know what behaviours are displayed by individual children that can identify that they need prompt additional support to help manage their emotions safely and prevent situations escalating to a point where the child or others could be at risk.

When adverse incidents do occur, staff respond effectively to protect children and others from harm and bring the event to an end safely. Incident records are comprehensively written, giving a full and concise account of what happened. Management oversight is extremely robust and effective. The detailed review offers praise to children when they have made positive choices and praise to staff for their actions. Each review identifies information that enables staff to understand children better and minimise the risk of a similar incident occurring in the future.

Restraint has been used to safeguard children from harming themselves and others and causing damage to the property. Records are detailed and clearly describe what led up to the incident and the taught de-escalation techniques staff used prior to using restrictive practice. There is strong oversight from the manager following any incident where physical intervention has been necessary. The manager has a thorough conversation with the child and staff after the event to fully gather their thoughts and feelings and check that they are unharmed. The well-written child-centred records evidence that restraint was proportionate, only used as a last resort and for a minimal amount of time.

When concerns are raised by children about staff practice, leaders and managers act efficiently and effectively to protect children and keep them safe. There are valuable and established links with the children's local authorities and their local authority designated officer. Thorough investigations take place, and children are listened to, believed and supported throughout. The staff members involved are also supported and have access to the therapies team to support their emotional well-being. The outcomes of the investigations are sensitively fed back to the children involved and managers check that the children are happy with the outcome.

The effectiveness of leaders and managers: outstanding

The manager leads by example and has established a therapeutic culture in the home that all staff work enthusiastically to achieve. The highly regarded registered manager is inspirational in their approach. Their strong leadership abilities underpin the whole ethos of the home and ensure that highly compassionate care is consistently delivered to improve children's lives and provide a stable base from which they can grow and experience positive outcomes. A therapeutic practitioner commented that the manager has been exemplary, responds to all correspondence promptly and has been consistently supportive.

Staff express a strong passion for working at the home. They benefit from valuable supervision sessions and have regular access to an in-house therapies team to support their development and enhance their well-being. Training is of a high standard. Staff are

encouraged to attain qualifications to aid their professional development and ensure that they continue to positively change the lives of the children in their care. Professionals speak positively of the high-quality care the home provides to children. A visiting nurse commented that they thought the home was amazing and that staff were welcoming, proactive and thoughtful.

The manager is passionate about their role and interacts with children and staff with care and affection. They are quick to offer praise and are confident in their staff's ability to manage difficult and challenging situations professionally when they arise. The team's capability to form strong relationships with children quickly means children make progress from the moment they are welcomed into the home. A social worker for a child who had only lived in the home for three weeks stated that the child had quickly developed a trust in staff and achieved great progress in a short amount of time.

Records are written in a child-friendly way and fully reflect how staff support children's everyday lives. Children's views are constantly sought so they can contribute to their records, and their voice is strongly evidenced throughout. Records detail what is important to each child and ensure a focus is maintained on their hopes and dreams for their futures. Children are praised and their achievements, no matter how small, are celebrated.

There is strong collaborative working between the home and partner agencies. The accomplished manager confidently challenges external services when appropriate to ensure that the best possible outcomes for children are achieved and their rights are upheld. This has had a positive impact on children's experiences and helped to improve and enhance their lives. A social worker commented that the manager was a fierce advocate for children and will not stop until the child's needs are met.

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: 1256771

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: Kane Dryden

Inspector

Gary Turney, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025