

2610709

Registered provider: Phoenix Child Care Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a large private provider. It can provide care for up to two children who may have emotional or social difficulties. At the time of the inspection, one child was living at the home. They were involved in the inspection.

The manager has recently registered with Ofsted.

Inspection date: 4 November 2025

Date of last inspection: 13 May 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

One child continues to live in the home, and no other children have moved in since the previous inspection. The child said that they feel safe in their home. Previously, the child felt unsafe. Staff now have a good understanding of the risks to the child and how to meet this child's needs. Nurturing conversations have taken place with the child about the changes in the home and what this means for the child; for example, changes to the food offered, resulting in fewer snacks and healthier meals.

Staff are supporting the child to have a healthier, low-sugar diet. They are encouraging the child to follow advice from health professionals and to attend health appointments.

Guidance to the team is clearer. The child has a more structured day. They are encouraged to go out and take part in activities. After a period of not attending in school, the team has worked hard to support the child back into education and this is going well. Funding has been secured so that this can continue for two years.

The home has a family feel. The child has been involved in choosing posters and their artwork is proudly displayed when walking into the home. Changing the location of the living room has meant that the child and the team spend more time using it to watch films and programmes together. Previously the child was spending long periods in their bedroom. Improvements to education, routines and activities mean that the child is now spending more time outside of the home and more time with the team.

Staff know the child's needs and routines well. They are aware of online risks. The manager is proactive in seeking advice from other agencies and accesses the internal therapist to support and guide the team.

One medication issue was responded to quickly and reported appropriately. Learning from this was shared with the team and the individual involved. There was no impact on the child. Systems are in place to ensure medication is managed safely.

The new manager has a strong presence in the home. Their oversight of incidents considers what staff could have done differently. The manager is keen to make improvements. They have advocated for the child's education and secured funding that takes the child into adulthood. Staff report feeling a better sense of 'direction' under the new management arrangements. Care plans are highly detailed but specific actions and time frames are not always clear.

The requirements from the previous inspection are met, except for regulation 14, the care planning standard. This requirement could not be considered at the inspection because no children have moved into the home since the last inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/05/2025	Full	Requires improvement to be good
07/05/2024	Full	Good
14/11/2023	Full	Requires improvement to be good
01/08/2023	Full	Inadequate

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, The 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
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose. (Regulation 14 (1)(a)(b) (2)(a)) In particular, the registered person must carefully consider the needs of children moving into the home. The ability of staff to meet these needs and ensure that the care offer aligns with the home's statement of purpose. Consideration should also be given as to whether the staff team has the skills and knowledge to meet the needs of all the children living in the home.	31 January 2026

Children's home details

Unique reference number: 2610709

Provision sub-type: Children's home

Registered provider: Phoenix Child Care Limited

Registered provider address: Support Hub Unit 5 Chinon Court, Lower Moor Way, Tiverton EX16 6SS

Responsible individual: Thomas Robins

Registered manager: Darren Rowan

Inspector

Nickie Doney, Social Care Inspector

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