

2711712

Registered provider: Phoenix Adolescent Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company and provides care for up to two children who experience social and emotional difficulties.

There is a suitably experienced and qualified registered manager in post.

Inspection dates: 14 and 15 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: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, no children were living in the home. One child had recently moved on from the home to receive medical care. This was an unplanned move. Despite this, the child's welfare remained at the centre of the staff team's practice.

Before children move into the home, the manager ensures the best possible planning. Children are provided with opportunities to visit and meet staff. This helps to ease any anxieties that children may have. When children move into the home, staff ensure that they receive a sensitive welcome to their new home.

The relationships between staff and children are positive and caring. Staff value the relationships they have with children. One child, who no longer lives in the home, remains in contact with staff. The child told the inspector, 'They helped me by giving me lifts to see my family, they are caring and supportive to me. I would rate the home nine out of 10, it's the best home I have lived in, I really like the staff.'

Healthcare arrangements ensure that children receive the best possible health provision. Staff advocate on behalf of children and ensure that all health appointments are up to date. Staff carry out regular direct work with children. This supports children to learn about and understand their individual health needs.

Staff promote and encourage children to attend education. Sometimes, children do not attend or refuse to engage in education. When this happens, staff support educational activities throughout the day. Staff are consistent with this approach. This means that children have a clear routine and structure to their days.

When children struggle with their mental health, staff ensure that they have access to specialist support services. Staff work with professionals from external support services, who provide advice and guidance. This means that children receive the best possible care and support. One medical practitioner said, 'They have been very communicative, they clearly care about [name of child] and their needs.'

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

The manager and staff team know and understand children's risks. The manager and staff work with external agencies to ensure that safety plans are in place. Together, they identify and assess new risks.

Staff are effective in managing children's risk-taking behaviours. Children receive high levels of staff support. Detailed records evidence the steps that staff have taken to keep children safe. However, the manager does not always review the records. This fails to identify opportunities to develop staff practice.

There has been one occasion when a child has gone missing from the home. Staff were proactive in their response. The plans in place to manage potential incidents of missing from home are effective. Because of this, missing-from-home risks have significantly reduced for the child.

Staff hold a child as a last resort. This is to keep children safe. Any physical holds are in line with the home's policies and procedures. After an incident, the manager ensures that the child can speak about their feelings. The manager reviews the incident records, which ensures management oversight.

The staff team challenges and escalates safeguarding concerns to other professionals. One professional said, 'They challenge where appropriate. If they are concerned, they will challenge us.'

Rigorous safer recruitment practice is followed. This means that children receive care from safe adults.

Health and safety arrangements are effective. Children and staff practise evacuating the building in case of a fire. This means that everyone knows how to respond in an emergency.

The effectiveness of leaders and managers: good

The dedicated manager is enthusiastic and leads by example. He is ambitious for children and has high expectations for the staff team and their development. The manager is supported by the provider's responsible individual, who is a visible presence in the home and equally ambitious for children.

The staff team is stable and consistent. Staff are clear about their responsibilities and accountabilities. They are child focused and have a sense of shared ownership about their practice. Staff feel valued and supported by the managers of the organisation.

The manager ensures that staff receive regular supervision. This provides staff with opportunities to reflect on their practice and development. Supervision sessions also review the care provided to children. Staff benefit from regular team meetings. These are reflective sessions that enable staff to discuss practice and the individual needs of the children.

The manager has developed effective working relationships with other professionals. The manager actively involves other professionals in the care planning arrangements for children. One social worker said, 'They attend all meetings for [name of child], and they made sure their pathway planning was adhered to. My experience has been positive.'

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that when children have displayed behaviours of concern, all records of incidents are reviewed to make sure that any learning outcomes are identified. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.23)

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: 2711712

Provision sub-type: Children's home

Registered provider: Phoenix Adolescent Care

Registered provider address: Flat 110, Victoria Mill, Houldsworth Street,
Reddish, Stockport SK5 6AX

Responsible individual: Nadeem Javeed

Registered manager: Steve Small

Inspector

Kimmy Feeley, Social Care Inspector

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