

2727794

Registered provider: Phoenix Care & Education Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a small private provider. It offers care for up to four children who may experience social and emotional difficulties.

The home and the manager registered with Ofsted in April 2023.

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

Inspection dates: 23 and 24 April 2025

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: 22 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/07/2024	Full	Good
06/09/2023	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, four children were living at the home. One child is preparing to transition to semi-independence. The home presents as a nurturing and child-centred environment, and it is clear that staff are committed to providing consistent care and support.

Children receive well-planned, individualised care that meets their needs effectively. Staff address the issues experienced by children by helping them to work through their problems, fears and anxieties.

The home is dedicated to supporting children's educational development, with staff collaborating with external providers to meet individual needs. Delays in securing suitable educational placements for some children impact negatively on their engagement and daily routines, creating barriers to their overall development.

Children's health needs are actively promoted. They are registered with a doctor, dentist and optician and are encouraged to attend routine health checks. They have detailed plans showing their assessed needs and how these can be met.

Children have access to a variety of activities in the home. Activities are well planned by staff to promote social interaction and enjoyment. Staff provide children with opportunities to enjoy new and existing hobbies and interests. Children spend time together enjoying new activities and experiences. As a result, they develop positive relationships with each other.

Children benefit from warm, trusting relationships with staff, who know them well and are committed to their individual needs. Children generally make good progress in their emotional well-being and social development. Staff have high aspirations for children and work consistently to support their goals.

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

Children are kept safe and staff respond appropriately to safeguarding concerns, including when children go missing from the home. Risk assessments are in place and are regularly reviewed, and staff act quickly to protect children from harm.

Children's risks are documented in safety plans that direct and support staff to safely manage these risks. The manager works closely with external professionals to manage and reduce children's risks. Discussions with staff following incidents ensure that children's risks are understood and responded to appropriately.

Staff respond well when children go missing from the home, but there is a repeated pattern that has not yet been effectively addressed. There is limited evidence of exploration into the underlying causes or the use of new approaches.

There have not been any incidents of physical restraint during the review period. However, staff spoken with during the inspection demonstrated an understanding of the action they should take following an incident of restraint.

Staff responded with care and sensitivity when a child experienced a significant traumatic event. They offered consistent emotional support, remained present and attentive and ensured the child felt safe and always listened to.

Safer recruitment processes ensure that individuals are safe to work with children. New staff undergo a comprehensive and supportive induction programme, and their probation period is subject to regular reviews. All staff understand their responsibilities in raising and reporting any safeguarding concerns. This enhances the safety and well-being of children.

The effectiveness of leaders and managers: good

The leadership team is visible, supportive and committed to providing a stable and child-focused environment. Staff feel well supported and are enthusiastic about their roles. Supervision and training are regularly delivered, and the home benefits from a positive team culture.

Current supervision records do not consistently evidence reflective discussion or demonstrate how staff are being supported in their professional development. The records also lack clear links to how staff are guided in delivering care aligned with the home's trauma-informed model.

The manager demonstrates a strong commitment to driving forward improvements within the home. There are internal systems in place to monitor the quality of care and ensure the home runs efficiently. These systems enable the manager to have oversight of practice, though further integration of evidence-based approaches into daily care routines would further strengthen the home's overall effectiveness.

The manager and staff maintain good working relationships with external professionals, ensuring that children's needs are met through collaborative partnerships. The home works effectively with local agencies, health professionals and other support services to ensure a holistic approach to each child's care.

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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; help each child to understand the importance and value of education, learning, training and employment; promote opportunities for each child to learn informally. (Regulation 8 (1) (2)(a)(i)(iv)(v))	1 September 2025

Recommendation

- The registered person should improve the quality of supervision records so that they clearly evidence reflective discussion and support staff's professional development. Records should show how staff are being supported to deliver care that is consistent with the home's trauma-informed model. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)

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: 2727794

Provision sub-type: Children's home

Registered provider: Phoenix Care & Education Ltd

Registered provider address: 22-24 Balfour Road, Bootle L20 4NZ

Responsible individual: Nicola Seasman

Registered manager: Veronica Dodd

Inspector

Mathew Morris-Jones, Social Care Inspector

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