

SC066179

Registered provider: PHOENIX CHILD CARE LIMITED

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home provides care for up to five children who may have social and emotional difficulties. At the time of this inspection, three children were living in the home.

The manager registered with Ofsted in August 2022.

Inspection dates: 5 and 6 August 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 26 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/11/2024	Full	Good
12/09/2023	Full	Good
02/08/2022	Full	Good
08/02/2022	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Two children were present at the home and met with the inspector. The children were enjoying the summer holidays and had lots of fun activities planned. One child was proud to show their summer planner and memory book. They said that staff 'take me out and we do fun things'. Staff have developed and sustained positive and trusting relationships that give children a sense of stability and belonging. When children are upset or worried, they know they can turn to staff, who will respond with non-judgement, understanding and genuine warmth. The experience of living in this home has enhanced children's lives.

High-quality individualised care and support are provided to children. Staff understand children's needs well and know how to support them. Staff use research to underpin the relationships they build with children. Staff have conversations that support direct work to educate children. Topics include online safety, healthy relationships and misogyny. Approaches have been adapted for one child. This has improved their ability to communicate with staff in a constructive way, reducing frustration. The direct work and support to children is a real strength of the home.

The staff value education for children and have high aspirations for their future. As a result, children have made excellent and sustained progress. One child, who had missed an entire year of school, has sustained 100% attendance. Another child has finished college and completed their exams. One child is now back in full-time education after a period of education out of a formal setting.

Staff understand the importance of developing children's independence and support children with this. One child has made significant progress with their independence, requiring minimal support from staff. They are doing their driving lessons and hope to complete their test soon. The child continues to be supported in preparation for their move on to independence.

Staff create a welcoming and homely atmosphere, where children's friends are welcomed into the home. Children have made significant progress in sustaining positive peer friendships, with the support and guidance from staff. Children have regular and positive time with family. For one child, their family time has considerably increased, resulting in plans for reunification.

Staff help children to build positive relationships with each other and to live cooperatively together. When children's relationships become fractured, staff support children to talk about their frustrations, reflect on their relationship and agree how they can move forward. As a result, relationships have drastically improved in the home. The children have been able to enjoy days out together.

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

Children say they feel safe living at the home. Risks to children are comprehensively understood by staff, who are confident in the steps they need to take to keep children safe.

Staff have creatively helped children develop strategies to manage their strong emotions and feelings. Calm boxes have been developed that contain items that help them, resulting in a reduction in physical responses.

When a child has self-harmed, they have been able to identify triggers and seek the support and connection from staff. Staff build positive, collaborative relationships with mental health professionals. As a result, the child is now engaging in targeted therapy.

Instances where children have been reported missing from home have been infrequent. Staff's responses are robust, and children return home safely with them. Records of incidents are detailed and have robust management oversight.

There has been one use of restraint for a child. This was proportionate to safeguard the child from harm. The record of restraint is detailed and contains reflection and key learning. The manager changes practice in line with this. There have been no further restraints used, which is a significant reduction. The child says they feel safe.

Staff get to know children's friends and families. This relational approach has helped to identify emerging risks early. The manager is in regular communication with parents and statutory agencies to discuss and share risk. Highly effective planning ensures that appropriate steps are taken to safeguard the child.

Staff understand the risks the internet may pose for children. The children have access to the internet; this is supervised where necessary. One child has a mobile phone. Staff continue to check this daily and have additional safeguards in place. Staff educate children about how to be safe online, and children talk to staff if they have any concerns.

The home has a strong safeguarding culture. Safeguarding concerns are shared with appropriate professionals in a timely manner. When there was an allegation about a member of staff, this was dealt with promptly. Internal investigations were thorough, and children were supported. The outcome of the investigation was shared with children.

The effectiveness of leaders and managers: outstanding

The manager demonstrates strong and effective leadership. She is ambitious and shows commitment to changing the lives of children. There is a culture of high aspiration, positivity and continuous improvement in the home. Staff feel supported

in their roles and described the manager as approachable, knowledgeable and caring. Professionals describe her support to children as 'commendable'.

The manager has high expectations of her staff. She supports them through regular and effective supervisions. Supervisions are reflective. Discussions are centred around the care of the children, training, development and safeguarding.

Staff feel motivated and inspired to develop in their roles. Regular team meetings are informative, reflective and build on practice. Clinical support in team meetings enhances the care for children and is valued by the staff.

The manager is a strong advocate for the children in her care. She strives to ensure they receive the help and support they need. She recognises the value of children understanding and processing their life experiences and has commissioned life-story work for one child.

The manager used tenacity and determination to secure a formal diagnosis for one child. As a result, research-informed practices were developed to include visual strategies. This has resulted in the child making exceptional progress. Professionals recognise progress in the child's social skills, self-esteem and peer friendships.

Feedback from families and professionals is consistently positive. They are happy with the high quality of support children receive and the progress they are making.

No requirements or recommendations have been made following 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: SC066179

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, England EX16 6SS

Responsible individual: Max Jones

Registered manager: Catherine Holland

Inspector

Carly Parry, Social Care Inspector

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