

SC368137

Registered provider: Phoenix Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private provider of education and care. The home provides care for up to two children who may have emotional and behavioural difficulties.

At the time of the inspection, one child was living in the home.

The previous registered manager resigned in December 2023. The current manager applied to register and had their suitable person interview the week prior to this inspection. Following this inspection, they were deemed as a suitable person and registered.

Inspection dates: 3 and 4 September 2024

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	good
---	------

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

Date of last inspection: 23 May 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/05/2023	Full	Good
19/07/2022	Full	Good
14/09/2021	Full	Requires improvement to be good
22/06/2021	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child has been supported to move to another of the provider's homes. Staff had supported the child to make so much progress that the new home better suits their current needs as they continue their journey towards adulthood. The move was planned to meet the child's desires and staff ensured that their wish to stay at the home until after Christmas. Staff had supported the child to learn valuable life skills, to promote their independence. Staff take pride in what the child achieved during their time in the home and enjoy remaining in close contact with them.

A new child has been welcomed into the home. The consistent team of staff have built trusted relationships with the child, which has helped the child to quickly feel settled, safe and secure. Staff spend quality time with the child, listening to them to develop an in-depth understanding of their wishes and needs. Staff speak with pride about the child's achievements and ensure these are celebrated.

Staff are responsive and tender in supporting the child with their health needs. They are experienced and caring provide support and advice to the child so that their needs are met. Staff have developed strong relationships with the child and are able to have gentle conversations to assist the child in having confidence, building their self-esteem and developing a positive sense of their own identity. Staff are proud of the progress the child has made since moving into the home.

The child enjoys going to school and the routine this gives them. Staff know the importance the child places on going to school and do all they can to ensure they continue to maintain their 100% attendance. Staff liaise effectively with the school daily to ensure the child has the best opportunities to succeed and do well. The headteacher at the school commented that the home and the staff are exceptional in the support they give to the child.

Staff support and encourage the child to take part in and enjoy a range of activities.. Staff encourage the child to explore new interests and take part in new experiences to support their development. The child is very active and enjoys physical activities and staff promote this, understanding the positive impact this can have on the child's emotional well-being. Staff often take the child's close friend with them to activities, knowing this further enhances the experience for the child.

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

Staff have developed an in-depth understanding of the child's vulnerabilities and risks. Staff have the knowledge and ability to manage and support these needs effectively on a day-to-day basis, to help the child feel protected. Staff are competent and keep up to date with changes as they occur, especially when new information impacts on the way

staff need to manage the current risks. However, the records do not reflect the most up-to-date information known about the child.

Staff set clear boundaries and ensure they are all consistent in maintaining them to help protect the child. Staff know when the child needs support and when they need to respect the child's privacy and personal space. They understand the importance of routine for the child. They adapt their practice to try and help the child to feel safe and secure.. When incidents do occur in the home, staff take prompt and effective action to help the child manage their own behaviour safely. Staff use incidents to continue to develop a better understanding of the child and inform their future practice.

There have been two occasions when incidents have led to staff needing to restrain the child to keep them and others safe and protected from harm. When physical intervention has been used. it has only been as a last resort and for a very limited period of time. The records detailing the event are comprehensive, with effective managerial oversight.

Staff have learned a bespoke way of communicating with the child, which is effective in getting the best out of the child. The in-house therapies team supported staff with this learning to enable them to have searching conversations with the child around their thoughts and feelings. The child has staff they are able to share their concerns and worries with. Staff listen to the child and respond appropriately to ensure the child's fears are alleviated.

The effectiveness of leaders and managers: good

The child receives good care and support from the leaders and managers. The manager sets a clear ethos for the home and leads by example, acting as a positive role model to enhance the skills of the staff. His leadership abilities underpin the culture of the home, and he has high aspirations for the child.

Leaders and managers use learning from significant events to develop staff's understanding and inform and enhance their practice. The child's views are sought to ensure staff understand what is important to them, so they can work towards achieving the child's goals. The in-house therapies team is proactively used to help address all areas for improvement.

Staff enjoy working at the home. They value the support of leaders and managers, and they have access to the therapies team to support their development and enhance their own well-being. Staff are encouraged to gain qualifications to continue their professional development and deliver good-quality care to children.

The leaders and managers ensure that the physical environment is maintained to a good standard. The home has a warm, homely feel to it and provides a safe stable base from which children can grow. Any damage to the property is quickly repaired so that the child does not feel ashamed, and the home does not lose its nice ambience.

The managers and staff have formed strong and positive relationships with external agencies and professionals involved in supporting the child. Feedback from professionals about the good communication from the home and the care they provide for the child was positive, for the way staff support the child.

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

Recommendation

- The registered person should ensure that children's records are kept up to date.
(‘Guide to the Children's Homes Regulations, including the quality standards’, page 62, paragraph 14.3)

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: SC368137

Provision sub-type: Children's home

Registered provider: Phoenix Childcare Ltd

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

Responsible individual: Max Jones

Registered manager: Luke Kerswell

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://www.gov.uk/government/organisations/ofsted>.

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 2024