

Children's homes - interim inspection

Inspection date	10/12/2015
Unique reference number	SC368137
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Phoenix Child Care Limited
Registered person address	First Floor, Rolle Quay House, Rolle Quay, BARNSTAPLE, Devon, EX31 1JE

Responsible individual	Keith Burley
Registered manager	Annette Reed
Inspector	Tracey Ledger

Inspection date	10/12/2015
Previous inspection judgement	Requires improvement
Enforcement action since last inspection	Requirements following the last inspection have been met.
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged Requires improvement at the full inspection. At this interim inspection Ofsted judge that it has improved effectiveness. Leaders and managers have addressed the shortfalls identified at the last inspection effectively and robustly. They have ensured that strategies have been put in place to reduce the risk of similar issues in the future. The Registered Manager has felt supported by her seniors in this process. Concerns in respect of poor practice have been addressed head on. An appropriate monitoring and support programme is now in place for one member of staff. The Registered Manager is now fully aware of previous concerns relating to this member of staff and these are reflected in an action plan that is working effectively. Young people continue to make good progress in all aspects of their lives. They have good relationships with staff and trust them to keep them safe and well. When concerning behaviours have been present, the home has worked effectively with other agencies and young people to address and reduce these in a timely and effective way. Young people are benefiting from increased and positive contact with their families. The Registered Manager has continued to build on relationships with parents to support this process. This approach to promoting contact has impacted positively on young people. Young people attend and engage well in education. Good communication between school and home ensures consistency in care for young people. One young person has recently enjoyed a school holiday without the support of care staff. This was a positive experience for them that has helped improve self-confidence and demonstrates exceptional progress. Young people are supported to attend activities outside of the home. Day trips are plentiful and thought goes into the types of activities ensuring that they meet the	

needs of young people. Young people really enjoy and appreciate this time.

Young people benefit from living in a comfortable home. The house is prepared well for Christmas and there was ample evidence that young people had been a part of this process. One young person has made a Christmas tree out of drift wood. This takes pride position in the home and has been lovingly decorated.

Young people's bedrooms are clean and reflect their individual personalities. Staff support young people to keep their bedrooms neat and tidy and they reflect a caring a nurturing home environment.

The staff team are committed to the young people and each other. They work closely and collaboratively to ensure that young people understand what is expected from them in respect of rules and boundaries. They respond quickly when situations arise whereby shifts need cover at short notice. This ensures that young people have a stable and consistent team around them.

Information about this children's home

This home is registered to care for up to two children and young people with emotional and behavioural difficulties. The home can accommodate children and young people with learning needs.

This home is part of a large national company.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/08/2015	CH - Full	Requires improvement
06/03/2015	CH - Interim	sustained effectiveness
03/12/2014	CH - Full	Good
09/01/2014	CH - Interim	Good Progress
28/05/2013	CH - Full	Good
24/10/2012	CH - Interim	Good Progress
01/05/2012	CH - Full	Adequate
24/02/2012	CH - Interim	Satisfactory Progress
11/10/2011	CH - Full	Satisfactory
03/02/2011	CH - Interim	Good
06/10/2010	CH - Full	Good
29/01/2010	CH - Interim	Good
16/09/2009	CH - Full	Good
26/03/2009	CH - Interim	Good
02/07/2008	CH - Full	Good

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

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, 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 with the given timescales.

Requirement	Due date
25: Fire precautions the registered parson must ensure, by means of fire drills and practise's at suitable intervals, that persons working at the home and, so far as reasonably practicable, children are aware of the procedure to be followed in case of fire, in particular, the registered person must ensure that all staff and young people have taken part in fire drills. (Regulation 25 (1)(d))	01/03/2016

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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*.

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