

SC368137

Registered provider: Phoenix Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

The previous registered manager resigned from the post on 9 July 2021. There is currently an acting manager in post.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 19 July 2021 to complete a monitoring visit. The report is published on the Ofsted website.

Inspection dates: 14 to 15 September 2021

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 22 June 2021

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

A compliance notice that was issued following the inspection on 22 June 2021, which related to the leadership and management standard, was found to be met at the monitoring visit on 19 July 2021.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/06/2021	Full	Inadequate
25/07/2019	Full	Good
13/05/2019	Full	Inadequate
06/03/2019	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Since the monitoring visit on 19 July 2021, no children have lived in the home. During this time, the manager and staff have worked extremely hard to improve the environment. The home has been completely redecorated and refurnished. This means children will live in a homely and comfortable environment.

Leaders and managers have reviewed all the templates used in the home. This means staff have a more efficient means of capturing the day-to-day events and the journey of a child living in the home.

Leaders and managers have revised the referral and admission process. This means greater scrutiny will be applied to the education and health needs of a child before they move into the home, ensuring that, from the beginning, there is an education package in place that is ratified by the local authority and education provider.

How well children and young people are helped and protected: requires improvement to be good

There have been no safeguarding incidents or incidents of concern since the previous inspection.

The manager and staff team have used this period to reflect on their practice and undertake further refresher training, including in safeguarding matters. This ensures that they have an improved knowledge of safeguarding practice. Specific training in relation to county lines is scheduled to take place.

Team meetings have provided the staff team with a platform to reacquaint themselves with the home's statement of purpose, procedures and protocols. The meetings are well attended and minutes record discussion and reflection on how to better safeguard children.

The effectiveness of leaders and managers: requires improvement to be good

Following the full inspection on 22 June 2021, a new manager has been in post. His application to register with Ofsted is in progress. The manager has received good levels of support from a registered manager and members of the senior leadership team.

The manager and members of the senior leadership team have completed a root-and-branch analysis of issues identified at the previous inspection. An action plan has been produced and continues to be progressed well. The manager demonstrates

a commitment and desire to improve the outcomes for children who will live in the home and the support that staff will receive.

All staff spoke extremely positively about the new manager. For example, staff highlighted the positive effect the manager has on the day-to-day running of the home and the support he has given them.

Staff spoke of how a change in the internal processes and systems used in the home, the training provided and the time they have been given to consolidate their learning have ultimately led to improved morale, and how this will positively impact on children.

Requirements made following the inspection in June 2021 have been met. Because there have been no children living in the home since that inspection, the inspector is unable to measure outcomes and progress. No requirements are 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: 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: Stephen Nicholson

Registered manager: Post vacant

Inspector

Linda Bond, Social Care Inspector

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