

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 organisation. It provides care for one child. At the time of the inspection, one child was living in the home.

The registered manager has been in post since June 2021 and registered with Ofsted on 19 July 2022.

Inspection dates: 19 and 20 July 2022

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: 14 September 2021

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/09/2021	Full	Requires improvement to be good
22/06/2021	Full	Inadequate
25/07/2019	Full	Good
13/05/2019	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

The progress that the children who have lived in the home since the previous inspection have made is variable. However, the one child currently living in the home has settled extremely well and is engaging in a choice of good learning opportunities. She is supported by a staff team that knows her well. Together they enjoy fun activities, for example, playing at a football club, swimming at the local beach and planning their summer holiday. Staff help the child to spend time with her family and friends. As a result, since moving into the home, the child has increased the time she spends with her family, enjoyed learning new skills and is growing in confidence.

The child has made progress from her starting point. For example, from previously not attending school, her attendance is now almost 100%. Staff recognise that sometimes she may feel worried or overwhelmed at school, so they make sure they are there to talk and listen and support her in a kind and sensitive manner.

The child is doing well because she has developed a good sense of belonging and trust with the adults who care for her. The inspector observed warm and caring interactions between the child and the staff. The placing social worker told the inspector that the child has said that they like living in the home, and how good the staff are at looking after her. They also remarked on the progress the child has made.

Records are of extremely good quality. They capture in detail the conversations the staff have with the child and the support staff give her when she is upset or worried.

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

Since the previous inspection in September 2021, two children have moved out of the home. Despite the hardened efforts of the staff to support both children, they were unable to reduce children's risky behaviours. The inspector found evidence across the children's records of the extensive lengths the staff went to help each of these children. Leaders and managers recognised the home was unable to meet the needs of each of the children, so took decisive action and moved the children on to new homes.

The registered manager and staff have a good understanding of the needs of the child currently living in the home. This means they can identify potential risks and triggers. Plans for reducing these risks are detailed and effective and aid the staff and the child. The inspector was particularly impressed with the child-friendly language used in the risk assessments and therapeutic support plan.

Since the child moved into the home, she is no longer going missing. Structured and personalised responses by the staff mean that the child's behaviours are managed

well and there is no use of physical intervention. Staff are making creative use of a messaging app, and this is enabling the child to share her feelings in the moment. She is gradually learning how to manage her anxieties and worries.

The effectiveness of leaders and managers: good

Following the inspection of the home in June 2021, a new manager started in post and his application to register with Ofsted has been successful. The registered manager, with the support of an extremely competent senior member of staff and a stable and experienced staff team, has improved the outcomes for the child living in the home.

All staff spoke extremely positively about the registered manager. Staff highlighted the positive effect he has had on the day-to-day running of the home, his visibility and presence within the home and his ability to remain calm when faced with challenges.

The manager and staff were sometimes challenged by the behaviours of two children who have since moved on. Regular supervision, advanced training and team meetings led by the provider's clinical lead have provided the staff with opportunities to reflect and learn. Throughout, the staff team has remained consistent and this has resulted in a strong staff team.

The manager maintains good-quality relationships with all professionals involved with the child. He produces reports and updates of excellent quality that reflect a knowledge of the child's progress and plans. The inspector found good evidence of appropriate escalation and challenge by the registered manager.

Monitoring of the quality of care in the home is good and it informs the development of the home. No requirements or recommendations are made following the inspection of this home.

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: Nicholas Shilleto

Inspector

Linda Bond, Social Care Inspector

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