

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

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

The manager registered with Ofsted in July 2022.

Inspection dates: 23 and 24 May 2023

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: 19 July 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/07/2022	Full	Good
14/09/2021	Full	Requires improvement to be good
22/06/2021	Full	Inadequate
25/07/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child has built important relationships with staff. Staff know the child well and have worked hard to promote their welfare and provide a stable base from which the child can grow. The child feels that they belong and was proud to recently celebrate their one-year anniversary living in the home. The child said it is the longest time they have stayed in any one place, and they expressed a wish to remain in the home until they reach adulthood.

The child is supported by staff to have a voice. The child feels safe to share their thoughts, feelings and wishes with the adults who support them. The child has used an advocate to raise complaints with external agencies. This ensures their concerns are listened to and considered, to positively influence their experiences and life chances.

The child is making good progress in many aspects of their life. However, the child is being held back by the lack of education provision available to them. Learning opportunities outside of school are lacking. The manager has challenged the school and local authority and continues to advocate for the child to return to full-time education as soon as possible.

The child enjoys spending time with their family. Supportive staff promote this and have formed good relationships with the child's relatives. Staff understand how important the child's family members are to them and do all they can to help ensure this meaningful contact is maintained. A family member said that staff always bring their child to them whenever the child asks, which is "fantastic".

The manager and staff understand the importance of the child having every opportunity to take part in a range of social and recreational activities. A memory book captures special memories that the child has made and includes holidays at home and abroad, surfing and bike riding.

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

The child said they feel safe living in their home. Passionate and caring staff know the child well. Staff have quickly developed a clear understanding of the child's needs. Staff have received the right training and support to manage these needs and promote the child's physical and emotional well-being effectively.

Competent staff set clear boundaries to help keep the child safe. Staff know the child well; they appreciate when the child needs assistance and when they need to respect the child's privacy and personal space. When incidents happen, staff take effective action and support the child to manage their own behaviour safely. Good analysis following incidents helps staff to reflect and develop a better understanding of the child, which informs future practice.

The child said that they have developed trusted relationships with staff. They identified staff they would speak to if they had concerns or felt worried. Records of conversations staff have had with the child evidence that they listen to the child, hear their concerns, take them seriously and give appropriate support and advice to help keep them safe.

Staff promptly follow a clear protocol when the child goes missing, to reduce the risk of harm. Staff have an in-depth understanding of the child's risks and proactively support and protect the child. Learning from these incidents has taken place. The manager continues to revise their approach and change staff practice to reduce incidents and ensure the child remains safe.

The effectiveness of leaders and managers: good

The home is managed effectively and efficiently by a compassionate and experienced manager. The child is at the heart of every decision made and is included in all aspects of the home's development. The home is staffed by a reliable, consistent and competent team who work well together. Staff receive regular and effective supervision that focuses on the child's progression and experiences.

The child's voice is documented throughout their records. Staff work together to provide stability for the child, recognising how fundamental this is for them to be able to flourish and succeed. Records positively reflect the child's achievements. Leaders and managers monitor the progress the child makes and can evidence the positive impact living at the home has had for the child.

Staff spoke with genuine pride about how the child has settled in their home and the strong relationships that have been formed. Staff and the child all described feeling like they were one big family. Staff were positive about the difference they have helped make to the child's life and expressed a strong desire to continue to improve outcomes for them. Staff enjoy working in the home and feel valued. They have confidence in the manager, who listens to them, is flexible in their approach and encourages them to develop.

Leaders and managers use learning from significant events to inform staff practice. The in-house therapies team is proactively used to aid reflective practice and offer advice and support to effect positive change. The team also provides additional training to staff to enhance the care and support they give to the child. This ensures continuing positive outcomes.

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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 within the given timescales

Requirement	Due date
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study. (Regulation 8 (1)(2)(a)(i)(ii))	28 June 2023

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 Limited

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

Responsible individual: Max Jones

Registered manager: Nicholas Shilleto

Inspector

Gary Turney, Social Care Inspector

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