

SC368137

Phoenix Child Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care and accommodation for up to two children and young people who may have emotional and/or behavioural difficulties. The home is operated by a private provider of education and social care.

Inspection date: 25 June 2019

This monitoring visit

This children's home was judged inadequate at the full inspection on 13 May 2019. The purpose of this inspection was to monitor progress since the May inspection.

The responsible individual immediately supplied Ofsted with a clear action plan in response to the requirements made at the full inspection. Since then, significant progress has been made in all areas of the plan. The manager of the home has applied to Ofsted for management registration.

Since the last inspection, a new young person has come to live in the home. Prior to her arrival, the manager ensured that she had the full information about the young person, so she could make an informed decision about whether the team had the capacity to meet her needs. All the necessary planning, including introductions, took place. Although it is early days, as a result of the careful preparation the young person has settled into the home well. Staff know what to do, should there be any signs of a potential incident or concern. However, written recording of an incident did not reflect the actual events that took place, and inappropriate language and terminology was used. Therefore, a recommendation has been made.

Clear arrangements for staffing are now in place, and team and individual training days are scheduled. Staff have had regular and effective supervision; team meetings have been held and any performance issues or investigations have been addressed and resolved.

The home has now been completely repaired and refurbished. It is now a welcoming and homely environment.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/05/2019	Full	Inadequate
06/03/2019	Interim	Declined in effectiveness
01/11/2018	Full	Good
25/10/2017	Full	Requires improvement to be good

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
In meeting the quality standards of engaging with the wider system to ensure children's needs are met, the registered person must, and must ensure that staff— if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (c)) In particular, ensure that all necessary information is obtained from the local authority regarding new referrals, before any decisions are made.	31/05/2019
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 that staff— 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; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; help each child to understand the importance and value of education, learning, training and employment; promote opportunities for each child to learn informally;	31/05/2019

help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible; and help each child to attend education or training in accordance with the expectations in the child's relevant plans. (Regulation 8 (1)(2)(a)(i)(ii)(iii)(iv)(v)(viii)(x))	
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff work as a team where appropriate; ensure that the home's workforce provides continuity of care to each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(b)(e)(h)) In particular: ■ record all complaints and concerns raised collectively, so that the outcome of these can inform improvement of the home ■ embed management quality assurance, oversight and monitoring systems, including organisation and review of staff supervision arrangements; team development; review of risk management documents; the missing protocol and guidance for staff ■ hold regular team meetings with staff and record these ■ ensure that the home is well maintained and repaired so that it is a welcoming environment for young people.	28/06/2019
The care planning standard is that children receive effectively planned care in or through the children's home; and	14/06/2019

have a positive experience of arriving at or moving on from the home. (Regulation 14 (1)(a)(b)) In addition, leaders and the manager need to ensure that impact risk assessments are detailed and where shortfalls are identified in these by the responsible individual, these are addressed and then reviewed by the responsible individual.	
The registered person must compile in relation to the children's home a statement ('the statement of purpose') which covers the matters listed in Schedule 1. The registered person must— keep the statement of purpose under review and, where appropriate, revise it. (Regulation 16 (1)(3)(a))	14/06/2019
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home— if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1)(2)(a)(3)(d)) In particular, ensure all checks, such as verification of references, are completed before staff start their employment.	31/05/2019
The registered person must ensure that all employees— undertake appropriate continuing professional development; and receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(a)(b))	31/05/2019

Recommendations

- Staff should be familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording. Staff should

record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC368137

Provision sub-type: Children's home

Registered provider: Phoenix Child Care Limited

Registered provider address: Phoenix Learning And Care Ltd, First Floor, Rolle Quay House, Rolle Quay, Barnstaple, Devon EX31 1JE

Responsible individual: Wanda Green

Registered manager: Post vacant

Inspector

Sarah Canto, social care inspector

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