

SC458811

Registered provider: Phoenix Learning & Care Holdings Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private social care provider and offers care for up to 2 children with emotional or social needs. There is one child currently living in the home, who was seen and spoken with by the inspector. This child was living at the home during the last inspection. One child has left the home since the last inspection.

Inspection date: 27 January 2026

Date of last inspection: 9 July 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

One child has lived in this home for some time, and their hamster, Smokey, now lives with them. The child is making progress across all areas of their life. They are supported to engage in a range of activities and to create positive memories that reflect their interests and hobbies.

Following the last inspection, one child has been well supported to make a positive move into supported accommodation. The manager has remained in regular contact with this young person and continues to offer support when needed. To celebrate their GCSE achievements, the manager accompanied the young person to collect their results and shared in celebrating this important milestone.

Staff receive effective support, training and additional guidance from the psychology service, which helps them understand the complexities of children's needs. As a result, the child is now able to access education and emotional support, progress that would not have been possible several months ago.

The child benefits from staff who take a creative and flexible approach to supporting their engagement in education. Staff work effectively with partner agencies to ensure plans are inclusive and nurturing. They are confident in trying different strategies and consistently seek out new ways to promote the child's educational progress.

The child has strong, trusting relationships with the staff who care for them. Staff take the time to understand the child's wishes and feelings and advocate effectively on their behalf. This has a direct and positive impact on the quality of care provided and the services the child receives.

The child is safe because staff have a strong understanding of risk and respond promptly and effectively when concerns emerge or escalate. Due to the trusting relationships they have built, staff are attuned to the child's emotional needs and know when to offer additional support. This has contributed to a reduction in incidents of emotional distress.

Since the last inspection, incidents have reduced significantly. Staff ensure they remain vigilant to emerging risks and vulnerabilities. However, there is sometimes an overly cautious approach to risk management, which means some aspects of care are not reviewed or updated promptly. For example, sharp knives continue to be locked away even though this is not an identified risk. This has not had an impact on the child's safety or day-to-day experience.

When concerns arise about staff, appropriate action is taken, including making referrals to the local authority designated officer (LADO). When concerns do not



meet the LADO threshold, managers carry out thorough internal investigations to understand the issues and respond effectively. Reflective learning from these incidents supports both managers and staff to strengthen their practice.

The manager has implemented an effective action plan following the last inspection, and all previously set requirements have now been met. Steps have been taken to address identified shortfalls, and further plans are in place to continue improving the environment.

The manager is child-focused and leads by example. He is a strong advocate for children, and when they are not receiving the right support or services, he escalates concerns appropriately. His persistence results in timely action and ensures that children receive the support and services they need.

Staff receive regular and meaningful supervision. The manager has embedded a reflective culture within the home, which is evident in day-to-day discussions, supervision sessions and team meetings. This culture provides staff with the time and space to reflect on their practice and identify opportunities for ongoing improvement.

Children's records are extensive, and this can sometimes result in gaps in organisational oversight. For example, there are currently 2 different systems used to record visitors to the home, and neither is being used consistently or effectively. This has not had a direct impact on the child.



Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2025	Full	Requires improvement to be good
09/10/2024	Full	Good
06/02/2024	Full	Good
14/12/2022	Full	Good

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

Recommendations

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that behaviour support strategies are reviewed in a timely way for effectiveness. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.34)



Children's home details

Unique reference number: SC458811

Provision sub-type: Children's home

Registered provider: Phoenix Learning & Care Holdings Limited

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

Responsible individual: Natalie Jones

Registered manager: George Nield

Inspector

Tracey Ledder, Senior His Majesty's Inspector



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