

SC463431

Registered provider: Phoenix Learning & Care Holdings Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to 2 children who may experience social and emotional difficulties. At the time of this inspection, one child was living in the home.

The manager has applied to register with Ofsted.

Inspection dates: 27 and 28 May 2026

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: 8 July 2025

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
08/07/2025	Full	Requires improvement to be good
18/11/2024	Full	Good
14/02/2024	Full	Outstanding
21/03/2023	Full	Outstanding

Summary of findings

The staff know the child well. They are committed to the child and provide them with stability and a safe home environment that helps them to maintain a strong sense of permanence and belonging. Leaders and managers show a genuine commitment to the child and provide good support for staff. This results in staff saying they enjoy working in the home. Recent changes to the management team have been welcomed by staff and there are noticeable improvements to the care and support provided in the home.

Inspection judgements

Overall experiences and progress of children and young people: good

The home has recently benefited from redecoration and modernisation throughout. The staff have involved the child in this, and they chose a new table for the dining room that can also be used to play pool, and have personalised the darts area. The child's bedroom has also been redecorated. Staff have ordered framed pictures of the child's favourite football players to put on display. The child said that they like their new room and are happy living at the home as they have lots of friends nearby.

The child has made progress with education. The staff recognise the barriers to education and provide the child with emotional and physical support. This has resulted in the child adapting well to recent changes and maintaining good attendance. The child's school attributed their continued progress to the commitment and support of the staff, which provides the child with a sense of safety. The manager works collaboratively with the child's education professionals to frequently review the child's progress.

Staff create opportunities for the child to have positive and enriching experiences. Recent activities have included attending a football match, going to the cinema and go-karting with friends. Staff have also supported the child to achieve a refereeing qualification. As a result, the child now referees local football matches and earns an income, which promotes their confidence, independence and sense of achievement.

Staff build trusting relationships through meaningful interactions. They listen to the child and create safe opportunities to explore topics related to health, emotional wellbeing and relationships. Staff respond to the child with empathy, nurture and acceptance, which allows the child to talk openly and honestly about their feelings.

The child is supported to maintain relationships with people who are important to them. Staff have supported the child to reconnect with family members, supporting their sense of identity.

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

Managers and staff have an in-depth understanding of the child's lived experiences, needs and vulnerabilities. They are professionally curious about how these affect the

child's behaviour and continually review and reflect on strategies and responses. The staff are aware of the child's susceptibility to risk when in the community or online. Proactive and effective working relationships with the police and external agencies help to protect the child.

Staff are proactive and respond quickly to any concerns. They have effective systems in place to monitor the child's online activity and use this to provide opportunities to educate the child skilfully and sensitively through conversations, helping to improve their awareness and understanding of harmful behaviours and risks.

The child enjoys spending time with their friends, and staff support this. They balance the child's growing independence with their need for safety by maintaining appropriate contact when the child is away from the home. The child responds positively to this support, returns home as agreed, and does not go missing.

Leaders and managers address concerns about staff promptly, prioritising the child's safety and wellbeing. Information is shared in line with statutory guidance. Investigations are conducted fairly, the child is supported and kept informed, and restorative approaches are used where appropriate to repair relationships.

The effectiveness of leaders and managers: good

Leaders and managers are committed to the care and support of the child. The new manager has been in post for a short period, but staff and professionals recognise the positive changes in the home.

The manager provides a supportive environment for staff. Staff enjoy working in the home and receive support through timely and reflective supervisions. Team meetings provide opportunities to reflect and learn. The manager identifies additional training for the team to enhance their knowledge and in response to risk. For example, the manager has arranged for external professionals to provide focused workshops for the team around vaping, substance misuse and exploitation.

The manager understands the home's strengths and areas for development. There is a focus on developing staff confidence and improving their knowledge and skills to ensure there are sustained improvements in the overall quality of care. To further support this, the manager ensures that plans provide staff with clear guidance on strategies to support the child.

The manager has demonstrated strong collaborative working with external professionals, with the aim of helping the child. The manager has advocated for the child to ensure external agencies understand their needs. As a result, the agencies have adapted their approaches to ensure there is a focus on building relationships with the child to maximise their chances of commitment and success. Professionals are complimentary about the care and support for the child and the safeguarding practices in the home.

No requirements or recommendations were made during the 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: SC463431

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: Max Jones

Registered manager: Post vacant

Inspector

Carly Parry, Social Care Inspector

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