

Children's homes – Interim inspection

Inspection date	01/02/2017
Unique reference number	SC478152
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Phoenix Childcare Ltd
Registered provider address	Phoenix Learning and Care Ltd, Rolle Quay, Barnstaple, Devon EX31 1JE

Responsible individual	Post vacant
Registered manager	Post vacant
Inspector	Tina Maddison

Inspection date	01/02/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged good at the full inspection. At this interim inspection Ofsted judges that it has sustained effectiveness. Since the full inspection a new manager has been appointed to the home, following the departure of the previous manager in November 2016. One young person has left the home and one young person has been very recently admitted to the home. The new manager is experienced, knowledgeable and has the respect of the staff team. She has submitted her application for registration. She is introducing improved recording systems and ensuring that all relevant information is easily accessible to the staff and the young people if appropriate. Progress of young people is now being carefully tracked and monitored. This information will inform the young people's care plans and ensure that the staff have clear guidance on how best to meet their care needs. There remains an experienced core staff team, which has been joined by new staff who are currently undertaking their induction programme. The manager is ensuring that the staff team is fully informed and skilled, and that the team is embedded in the home before any new admissions of young people will be considered. Staff members report that morale is very good and that all the staff team members are motivated, well trained, supervised and happy to come to work at the home. One young person has left the home since the previous inspection. The decision to move her elsewhere was taken by her placing authority. There was a reduction in her risk-taking behaviours during her time at the home and significant progress was made. However, there was a continuation of behaviour assessed by the placing authority as being so high risk that the young person needed to be in secure accommodation in order to ensure her safety. The staff remain in touch with this young person and are visiting her regularly. The manager and staff are clear that they do not wish her to feel that they abandoned or rejected her because of how she behaved. This action is representative of the caring and nurturing attitude of the staff and manager, who care very much about the young people in their care. The staff understand their safeguarding responsibilities and have robust links with services such as the police and designated officers. They are vigilant in their observations of the young people and have good insight into the care needs of the	

young people.

One young person, who has recently been admitted to the home, is very positive about the staff, whom they describe as: 'nice and kind'. The young person said: 'I feel safe here.' This young person has been admitted following good planning, effective working with the young person's family and involved professionals, plus staff working at the young person's pace, with consideration given to the physical and emotional healthcare needs of the young person.

The staff encourage the young people to have educational aspirations and support the young people to engage in education to the best of their ability. The young person stated that they feel listened to and they regularly attend house meetings. The minutes of these meetings document requests from the young person, but do not document at the next meeting how these requests or grumbles have been followed up, and if they were not able to be met, how this was communicated to the young person.

The refurbishment and redecoration of the home is an ongoing process, which young people are fully involved in. Evidence of this was apparent in the pictures the young person has helped to paint in order to decorate the home. The home appears well maintained and decorated and offers a homely and warm environment for young people.

Information about this children's home

- This children's home is registered to provide care and accommodation for up to four young people who have experienced child sexual exploitation. The service offers therapeutic intervention and the private company that owns the home operates a school locally.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/09/2016	Full	Good

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

Statutory requirements

This section sets out the actions which must be taken so that the registered person(s) meets 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.

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation:

- Ensure that the young people are able to see the results of their views being listened to and acted upon. In particular, if the young people make a request during a house meeting, the response to this request must be recorded at the following meeting. ('Guide to the children's homes regulations including the quality standards', page 22, paragraph 4.11)

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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'.

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