

SC478152

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 4 children and specialises in providing time-limited care for children who need a short-term placement. At the time of this inspection, 2 children were living in the home.

The manager has been registered with Ofsted since June 2024.

Inspection dates: 2 and 3 June 2026

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 7 May 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/05/2025	Full	Good
12/06/2024	Full	Good
06/03/2024	Full	Requires improvement to be good
10/08/2022	Full	Good

Summary of findings

Staff build positive, trusting relationships and support children to make good progress with their health, education, independence and family relationships. Leaders and managers provide clear oversight, promote reflection and are committed to continuous improvement. Memory books filled with photos capture children's memories and milestones. Achievements are celebrated, and children's journeys are clearly documented. This helps children to develop a positive sense of belonging and to feel valued.

Inspection judgements

Overall experiences and progress of children and young people: good

The children have built trusting relationships with the staff who care for them. Staff listen to them and invest time in getting to know them.

The home is decorated to a good standard and children's bedrooms are personalised in line with their wishes. There are lots of photos throughout the home of the children making memories. Outdoor areas for children are spacious and well maintained.

Staff support children to regularly take part in activities in the community that they enjoy. Children enjoy a wide range of hobbies, including visiting castles and museums and playing football. The children have access to outdoor equipment at the home, such as a trampoline, a tree swing and a paddling pool, to enjoy in the large garden. Staff support children's time with their family and encourage them to stay in touch with people who are important to them.

Staff consistently follow a child-centred approach towards meeting children's needs. Children speak positively about the staff and say they feel happy and safe. Interactions between staff and children demonstrate warmth, sensitivity and nurture.

Feedback from children's family members and external professionals indicates that staff provide nurturing and supportive care to the children. They describe the staff's approach as 'incredible', 'amazing' and 'too good to be true'.

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

Staff help children feel prepared to move into the home. This includes being invited, when appropriate, to visit the home with their family to meet the staff and have a look round. This helps to reduce children's anxiety and supports them to feel welcome and to settle quickly. When children move out of the home, the manager shares information with the new staff who will be caring for children to help promote positive moves on.

One child continues to attend their education provision regularly and is making good progress. Staff are also helping them to explore college options. Another child is

currently not attending school. However, they are being supported at home to engage in educational activities, and a clear plan is in place for them to resume education soon.

The manager has implemented strategies to keep children safe online. However, staff do not consistently apply these safeguards to reduce the risks posed by the internet to one child. This leaves children exposed to potential online risks.

Following any safeguarding concerns, the manager swiftly arranges staff meetings that involve the in-house psychologist to provide therapeutic input and guide the team on how to prevent a repeat of incidents. Plans are updated so that staff have the most up-to-date information to help them respond to and support children.

The effectiveness of leaders and managers: good

The manager gets to know each child very well, and children often continue to stay in touch after moving out of the home.

The manager ensures effective communication and multi-agency working to achieve positive outcomes for the children. There is evidence of regular consultation with the relevant professionals to ensure plans are reviewed and kept up to date in line with the children's needs, wishes and feelings.

The manager is a strong advocate for the children. When other professionals fail to fulfil their duties, the manager escalates the issue to promote positive change. This has led to improved experiences and outcomes for children.

The manager recognises when risks exceed what staff can safely manage and, on 2 occasions, has made proportionate decisions for children to move on. Detailed reflection took place, which has strengthened and improved the admissions process, and the learning from it has been shared across the team.

Staff's development is supported through regular reflective supervision and team meetings, each with a focus on the children's safeguarding and wellbeing. Protected time for staff to complete training gives them opportunities to continually enhance their skills to raise the standard of care children receive.

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, The 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 standard for the protection of children is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (2)(a)(v)(b)) This specifically relates to ensuring that staff adhere to the measures in place to manage the risks associated with internet access.	31 July 2026

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: SC478152

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: Rebecca Jones

Registered manager: Debby Bullock

Inspectors

Darren Wickens, Social Care Inspector
Paula Kelly, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding, and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2026