

Inspection date	10/02/2016
Unique reference number	SC478152
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Phoenix Learning and Care Limited
Registered person address	Phoenix Learning & Care Ltd, Rolle Quay, BARNSTAPLE, Devon, EX31 1JE

Responsible individual	Mark Parker
Registered manager	Karen Burley
Inspector	Tina Maddison

Inspection date	10/02/2016
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 At this interim inspection Ofsted judge that it has sustained effectiveness. Most young people continue to make good progress as a result of being placed in the home. Since the previous full inspection, one young person has left the home and returned to live with their parents due to a lessening of their risk taking behaviour, improved engagement with education where they previously refused to attend school and improved relationships with their family. One parent commented 'thank you to the staff for keeping our beautiful girl safe and well and for letting her know she is worth investing in, she has a brighter future thanks to your support. She now has more belief that she can achieve.' The Manager and staff continue to learn and improve following serious incidents. Systems of recording are also improved. All records are now closely monitored by the manager. Senior care workers are now allocated areas of responsibility. For example, one worker is now responsible for monitoring all health and safety records to ensure all checks are undertaken in a timely manner. Other workers now ensure individual risk assessments are up to date. Important information is always current and evidences that all necessary checks have been undertaken. The Staff maintain trusting relationships with young people. The Staff take time getting to know young people and learn what is making them anxious, or is triggering risk taking behaviour. For example, staff demonstrate good insight into why some young people need to sleep with their light on all night, alongside the need for them to have a good night's sleep. As a result of this work, young people now have reduced the need for a light to a small lamp, and the plan is to reduce this to a small night light. The Staff are committed to improving outcomes for young people and speak enthusiastically and knowledgeably about the progress young people make in the home. One member of staff said 'we are so proud of the progress the young person has made and how she now has a willingness to listen and accept help.' Incidents of missing are reduced and when they do occur young people are quickly returned to the home. The staff follow effective missing from home procedures and have formed strong links with the police. One young person has recently left the	

home following a very brief placement, as staff struggled to keep her safe and manage her behaviour. This young person was inappropriately admitted to the home due to incomplete information being submitted by her placing authority. Extensive damage to the house and injuries to staff occurred. The manager and staff have learned from this. They now obtain comprehensive information and arrange a visit to the home prior to an admission of a young person, to ensure the staff have the capacity and skills to meet the young person's care needs. This visit also includes a meeting with the existing residents to assess whether the young people will get along with each other.

Young people are kept busy by staff so that they channel their energies positively. These activities include a kick boxing club, a youth club, shopping with staff and long walks in the countryside. Staff effectively support young people to access education. If young people will not engage with education staff put in place a plan to encourage them to take small steps to help them back in to attending school.

The staff succeed in supporting young people to build and maintain positive relationships with their families. In sometimes very difficult circumstances, young people, with the support of staff, have repaired fractured relationships with their families. Staff build effective links with other professionals and local services to ensure young people receive the help they need. In particular, the manager and staff have built strong links with the local police. Details of any particular risks of child sexual exploitation are passed to the police so they have all necessary information to help keep young people safe.

Behaviour is currently well managed in the home by the staff. Young people benefit from learning to understand their emotions with the help of the company psychologist who regularly visits the home. Staff effectively put in place consistent and fair boundaries. One social worker commented 'the change in my young person and their behaviour has been significant and very positive.' Incidents of physical restraint are rare. Records of restraint do not detail what methods of de-escalation are used by staff prior to deciding to use a physical restraint as a last resort.

The house continues to offer young people a well decorated and well maintained environment. Young people personalise their bedrooms and their ideas for re-decoration are fully implemented wherever possible. The prominent display of fire extinguishers and fire alarm buttons detracts from an otherwise homely appearance.

Information about this children's home

This privately owned children's home is registered to provide care and accommodation for up to four female young people who are at risk of sexual exploitation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/08/2015	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 with the given timescales.

Requirement	Due date
Ensure that within 24 hours of a use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes details of any methods used or steps taken to avoid the need to use the measure (Regulation 35(3)(v)).	26/02/2016

Recommendations

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

- Ensure the home provides a homely and domestic environment that meets the needs of children; in particular ensure that the fire equipment does not create an institutional impression (Guide to the Quality Standards, page 15, paragraph 3.9).

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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