

SC478152

Registered provider: Phoenix Learning & Care Holdings Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to four children. The home specialises in providing time-limited accommodation for children who are at a point in their lives when they have been exposed to high levels of risk and need emergency care.

A manager is in post and has applied to register with Ofsted.

Inspection date: 12 January 2022

Date of last inspection: 24 August 2021

Judgement at last inspection: requires improvement to be 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 requires improvement to be good at the last full inspection. At this interim inspection, Ofsted judged that it has sustained effectiveness.

Since the last inspection, leaders and managers have considered the impact on children's needs and the care they receive when more than one child lives in the home. As a result, the home's statement of purpose is currently under review. This aims to increase individualised care for children.

One child is currently living in the home. There are no plans for another child to move into the home until he moves on. This means that the specific arrangements that are required for his care can continue without disruption. As a result, he has settled well and is forming positive relationships with staff members. However, the full extent of contact arrangements between the child and his family has not been fully explored with the child's social worker. Doing this work is important to support the child's developing narrative of his life story.

Managers have completed relevant risk assessments in consultation with professionals involved with the child's care. These assessments provide clear guidance for staff so that risks outside the home are minimised. This has enabled the child to enjoy different activities in the community.

The home environment and the care provided appropriately match the child's current needs. His care is informed by good-quality sessions provided by the home's therapy team. These sessions are recorded well and seek to embed a consistent approach across practice. However, not all staff members had attended these sessions or verified that they had read the minutes of these meetings.

Records capture the child's experiences. The child does not present with behaviours that challenge staff. However, the inspector found one daily record that described the child as being most upset, which was not followed up appropriately. Some of the records did not evidence robust management oversight, and some of the current recording system is not wholly purposeful.

The child is receiving education delivered by a tutor at the home. There are periods when the tutor is not able to attend the home and the child is left without education provision. Despite attempts by the manager and child's social worker to escalate this issue, this has not been resolved. A review of the child's educational needs and support has not happened since he moved into the home. Some records also used language that is not conducive to the child's learning environment.

The manager has been off work for a short time and is expected to return shortly. His application for registration with Ofsted is in progress. During this inspection,

there was sufficient cover in place, provided by the responsible individual and the designated manager from another home. However, not all documents were accessible during this inspection. This included supervision records for all staff members. Some documents required to care for the child were also not held on file. The responsible individual obtained some of these documents from the relevant local authority during this inspection.

Two medication administration errors have been recorded over this period. These errors were identified promptly and reported appropriately by the manager. There has been a thorough investigation conducted by the provider. The actions that have been recommended to reduce the risk of future medication administration errors have not yet been completed. In addition, supervision records did not demonstrate sufficient challenge and learning following these events.

The shortfalls identified during this inspection mean that two repeated requirements are made.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/08/2021	Full	Requires improvement to be good
30/10/2019	Full	Good
16/01/2019	Full	Good
13/09/2017	Full	Good

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, 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
In meeting the quality standards, the registered person must, and must ensure that staff— if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5(c))	12 April 2022
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(f)(h))	12 April 2022

Information about this inspection

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.

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: Stephen Nicholson

Registered manager: Post vacant

Inspector

Louise Bacon, Social Care Inspector

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