

# 1228091

**Phoenix Care And Education Ltd**

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

- The home is registered to care for up to three young people.
- This is a privately owned home.
- There has been no registered manager since 30 August 2016.

**Inspection date:** 25 May 2018

## **This monitoring visit**

On the 24 April 2018, Ofsted completed a full inspection that judged the home inadequate. Ofsted issued a restriction of accommodation notice. The purpose of this monitoring visit was to review compliance with the notice. The other requirements issued at the full inspection were not reviewed as part of this monitoring visit. However, consideration has been given to the progress made in improving the quality of care for young people.

The registered provider has fully complied with the restriction of accommodation notice. No young people have been admitted to the home.

Since the last inspection, two young people have been discharged, with one young person remaining at the home. This has contributed to a significant reduction in safeguarding incidents. The home has been settled since the last inspection.

In response to these discharges and the current restriction of accommodation notice, the staff team has reduced. Two staff have now successfully achieved the relevant required qualification and a third member of staff is due to undertake the qualification.

The acting manager recognises the ongoing need for staff to develop their skills, experience and knowledge to meet the needs of young people. Despite this, the current training available to staff has been identified by the manager to be

insufficient in quality and depth. The manager is currently sourcing additional training.

Managers have taken initial steps to review the shortfalls in the maintenance of the home. This means that managers have a better understanding of the improvement needed to ensure that young people are able to live in a homely and welcoming environment. However, a timescale to address the identified shortfalls has not been finalised.

Managers have taken action to improve fire safety. A revised fire assessment and inspection from the local fire service means that there are no immediate safety concerns. However, an action from the previous and current fire safety assessments remain outstanding. This is specific to the storage of fire extinguishers.

The acting manager is currently in the process of applying to Ofsted to be the registered manager. The acting manager is receiving supervision from a suitably experienced individual. However, this is a recent development and therefore the impact that this has on the care of young people is not yet clear.

A new service manager is in post and is in the process of applying to Ofsted to be the responsible individual. This appointment enhances the leadership of the home. However, the service manager has only been in post for a week and therefore his ability to achieve sustained improvements in the quality of care is yet to be established.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/04/2018	Full	Inadequate
17/01/2018	Interim	Declined in effectiveness
02/08/2017	Full	Requires improvement to be good
19/04/2017	Full	Inadequate

## 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
<p>The quality and purpose of care standard is that children receive care from staff who—</p> <ul style="list-style-type: none"> <li>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</li> <li>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</li> </ul> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <ul style="list-style-type: none"> <li>ensure that the premises used for the purposes of the home are designed and furnished so as to—</li> <li>meet the needs of each child. (Regulation 6 (1)(a)(b) and (2)(c)(i))</li> </ul> <p>This particularly refers to repairing the damaged cupboard door upstairs, ensuring that the driveway is level and safe to drive on and decorating damaged walls and paintwork.</p>	20/07/2018
<p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <ul style="list-style-type: none"> <li>that staff understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;</li> <li>help each child to understand the importance and value of education, learning, training and employment;</li> <li>help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible;</li> <li>help each child who is above compulsory school age to participate in further education, training or employment and to prepare for future care, education or employment.</li> </ul> <p>(Regulation 8(1)(2)(a)(iii)(iv)(vii)(viii)(ix))</p>	20/07/2018
<p>The health and well-being standard is that—</p> <ul style="list-style-type: none"> <li>the health and well-being needs of children are met;</li> <li>children receive advice, services and support in relation to</li> </ul>	20/07/2018

<p>their health and well-being; and children are helped to lead healthy lifestyles.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff help each child to—</p> <ul style="list-style-type: none"> <li>understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding;</li> <li>understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c) and (2)(a)(ii)(iv))</li> </ul>	
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff—</p> <ul style="list-style-type: none"> <li>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child;</li> <li>help each child to understand how to keep safe;</li> <li>have the skills to identify and act upon signs that a child is at risk of harm;</li> <li>take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1)(2)(a)(i)(ii)(vi)(vi))</li> </ul>	20/07/2018
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <ul style="list-style-type: none"> <li>helps children aspire to fulfil their potential; and</li> <li>promotes their welfare.</li> </ul> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <ul style="list-style-type: none"> <li>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;</li> <li>ensure that staff work as a team where appropriate;</li> <li>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</li> <li>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;</li> <li>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(a)(b)(c)(f)(h))</li> </ul>	20/07/2018
<p>The care planning standard is that children—</p> <ul style="list-style-type: none"> <li>receive effectively planned care in or through the children's home; and</li> </ul>	20/07/2018

<p>have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that the child’s placing authority is contacted, and a review of that child’s relevant plans is requested, if—</p> <p>the registered person considers that the child is at risk of harm or has concerns that the care provided for the child is inadequate to meet the child’s needs;</p> <p>the child is, or has been, persistently absent from the home without permission. (Regulation 14 (1)(a)(b) and (2)(e)(i)(ii))</p>	
<p>The registered person must compile in relation to the children’s home a statement (‘the statement of purpose’) which covers the matters listed in Schedule 1.</p> <p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it; and</p> <p>notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (1)(3)(a)(b))</p>	20/07/2018
<p>The Regulatory Reform (Fire Safety) Order 2005 applies to the home—</p> <p>the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b))</p> <p>This particularly refers to ensuring that the fire risk assessment is reviewed and fire extinguishers are stored and located appropriately.</p>	20/07/2018
<p>The registered provider must appoint a person to manage the children’s home if—</p> <p>there is no registered manager in respect of the home.</p> <p>If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of—</p> <p>the name of the person so appointed; and</p> <p>the date on which the appointment takes effect. (Regulation 27 (1)(a) and (2)(a)(b))</p>	20/07/2018
<p>If the registered provider is an organisation, the organisation must ensure that the responsible individual undertakes such continuing professional development as is necessary to ensure that the responsible individual has the skills needed for supervising the management of the home. (Regulation 29 (2))</p>	20/07/2018
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety.</p> <p>(2) The registered person may only—</p>	20/07/2018

employ an individual to work at the children's home; if the individual satisfies the requirements in paragraph (3). (Regulation 32 (1)(2)(b))	
<p>The registered person must ensure that all employees—receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(a)(b))</p> <p>This particularly refers to ensuring that the manager of the home is supervised by a person with the necessary skills and experience.</p>	20/07/2018
<p>The registered person must maintain records ('case records') for each child which—include the information and documents listed in Schedule 3 in relation to each child. (Regulation 36 (1)(a))</p> <p>This particularly refers to ensuring that local authority care plans are on file and followed in practice.</p>	20/07/2018
<p>The registered person must complete a review of the quality of care provided for children ('a quality of care review') at least once every 6 months.</p> <p>The system must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) and (5))</p>	20/07/2018

## Recommendations

- Any staff member who is in charge of leading a shift should have substantial relevant experience of working in a children's home. ('Guide to the Children's homes regulations including the quality standards', page 54, paragraph 10.21)
- Any home using monitoring equipment should have a written policy describing how this will support the safeguarding and well-being of those living in the home in accordance with regulation 24. ('Guide to the Children's homes regulations including the quality standards', page 16, paragraph 3.16)

## Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

## **Children's home details**

**Unique reference number:** 1228091

**Provision sub-type:** Children's home

**Registered provider:** Phoenix Care And Education Ltd

**Registered provider address:** Unit 31, Meridian Business Village, Hansby Drive, Speke, Liverpool L20 4NZ

**Responsible individual:** Gregory Tyson

**Registered manager:** post vacant

## **Inspector**

Paul Robinson, social care inspector

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