

1255407

Registered provider: Phoenix Learning and Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The children's home is operated by a regional provider. It is registered for four children.

Inspection dates: 13 to 14 August 2018

Overall experiences and progress of children and young people, taking into account requires improvement to be good

How well children and young people are helped and protected requires improvement to be good

The effectiveness of leaders and managers inadequate

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 5 March 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|------------------------|------------------------|-----------------------------|
| 05/03/2018 | 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 |
|--|------------|
| <p>The leadership and management standard</p> <p>The leadership and management standard is that the registered person ensures that staff have the experience, qualifications and skills to meet the needs of each child.</p> <p>In particular, this refers to staff having training in self-harm, including ligatures, and record keeping. (Regulation 13 (2)(C))</p> | 31/10/2018 |
| <p>The leadership and management standard</p> <p>The leadership and management standard is that the registered person uses monitoring and review systems to make continuous improvements in the quality of care provided in the home.</p> <p>In particular, this refers to the importance of providing thorough oversight of all records and ensuring that they are up to date. (Regulation 13 (2)(h))</p> | 31/10/2018 |
| <p>Employment of staff</p> <p>The registered person must ensure—</p> <p>that all employees receive practice-related supervision by a person with appropriate experience; and</p> <p>have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(b)(c))</p> | 31/10/2018 |
| <p>The leadership and management standard</p> <p>The leadership and management standard is that the registered person must—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the</p> | 31/10/2018 |

| | |
|--|------------|
| home's statement of purpose. (Regulation 13 (1)(2)(a)) | |
| <p>Monitoring and surveillance</p> <p>The registered person may only use devices for the monitoring or surveillance of children if—</p> <p>the child's placing authority consents in writing to the monitoring or surveillance. (Regulation 24 (1)(b))</p> | 31/10/2018 |
| <p>Notification of a serious event</p> <p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e))</p> | 31/10/2018 |
| <p>Statement of purpose</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 (3)(a))</p> | 31/10/2018 |

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Young people live in a home that is safe and very homely. It provides them with space to grow and develop. Staff have paid attention to detail in respect of furnishings and design, which means that each young person has personalised space that they are proud of and that very much reflects their individuality.

Staff know the young people well. Young people are provided with a range of personalised activities that helps them to make progress, develop independence skills, improve their emotional well-being and, most of the time, learn how to keep themselves safe.

Young people speak fondly of the staff that care for them. They recognise that they have grown in confidence and that the support of the staff has helped them to understand risky and self-injurious behaviours. Because of this, serious incidents have reduced and young people are not choosing to go missing from the home.

Assessment and planning documents are in place. They help staff understand the needs of the young people. However, they require updating to reflect the current needs of each young person. The inspection identified several records that are out of date, and the quality of recording, reviewing, monitoring and analysis is variable.

Staff do not always record information accurately, sign records and complete tasks assigned to them by the registered manager.

Some young people make progress with their education. Individually designed learning packages are in place to meet the different learning styles of the young people. Records of this good work lack detail and leave it difficult to measure the progress made.

Staff support the young people to have regular visits with their family. These are positive and help towards improved relationships. This has helped one young person to return to live with their parent.

How well children and young people are helped and protected: requires improvement to be good

Most of the time, staff provide the young people with a safe place to live. Health and safety checks take place, but records are not always completed.

Staff understand the young people's needs and use risk assessments to support the young people's safety inside and outside of the home. Some risk assessments require updating.

Staff record incidents, but they are often incomplete. Some lack detail and do not aid learning for staff or young people. When the registered manager is absent, there is little monitoring of incidents.

Incidents of young people going missing from the home have reduced significantly. Following one incident of a young person going missing, the registered manager installed a monitoring device. This was not in line with the home's statement of purpose and not ratified by all placing social workers. The registered manager recognised this, and the device was removed.

Staff and the registered manager undertake a range of training in safeguarding matters. This ensures that they have some basic knowledge of safeguarding practice. Despite this, on one occasion staff failed to follow the missing from home protocol.

Since the last inspection, all staff have undergone training in self-harm, but this did not cover ligature training. This is now planned for August 2018.

The effectiveness of leaders and managers: inadequate

Since the last inspection, the registered manager has made attempts to address the previous requirements. Some of them have been met, and some remain outstanding. The registered manager has not demonstrated a swift enough response to the remaining tasks.

Although the registered manager has made improvements in the monitoring and reviewing of records, there remain inaccuracies. Several records lack details and some have not been signed by staff. The registered manager failed to report one notifiable incident to Ofsted, and the statement of purpose and workforce development plan require updating.

Most staff receive regular supervision and training. However, the registered manager has failed to ensure that all staff receive annual appraisals, are supervised regularly and complete the training provided.

Staff spoke of leadership of the home 'dipping' since the last inspection. It is to be noted that during this period the registered manager has had a bereavement and understandably time away from the home. A lack of satisfactory leadership during this period resulted in staff not being given sufficient direction and support.

Internal monitoring by the responsible individual and the independent visitor highlighted many shortfalls. Fortunately, none of these impacted on the care and progress of the young people. An action plan is in place and the registered manager is in the process of addressing this.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

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: 1255407

Provision sub-type: Children's home

Registered provider: Phoenix Learning and Care Ltd

Registered provider address: Phoenix Learning and Care Ltd, Rolle Quay, Barnstaple
EX31 1JE

Responsible individual: Stephen Nicholson

Registered manager: Matthew Bleeks

Inspector

Linda Bond, social care inspector

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