

1255407

Registered provider: Phoenix Learning & Care Holdings Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private provider and is registered to provide care for up to four children. At the time of this inspection, two children were living in the home.

The registered manager has been in post since January 2023.

Inspection dates: 26 and 27 September 2023

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

How well children and young people are helped and protected requires improvement to be 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: 18 August 2022

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: None

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|---------------------------------|
| 18/08/2022 | Full | Requires improvement to be good |
| 07/09/2021 | Full | Good |
| 03/02/2020 | Interim | Sustained effectiveness |
| 17/09/2019 | Full | Good |

Inspection judgements

Overall experiences and progress of children and young people: good

Children at this home are given responsive and nurturing care by staff who have a good understanding of their needs. This care has contributed to the children making progress in some areas.

Staff frequently tell children that they are loved and cared about. As a result, the children have begun to establish trusting and positive relationships with the staff.

Clear routines are in place for children, for instance, around mealtimes and bedtimes. This has given the children a sense of predictability and security. In turn, this has enabled staff to plan more activities for the children outside the home. This includes the children going on holiday together during the summer, which was a positive experience for them both.

Children attend school regularly, and there has been an improvement in their attendance and punctuality since the start of the new term.

One education professional said communication between the home and school is excellent, and that the children now appear to be more settled. As a result, staff are now able to provide more structured support for their learning at home.

Children's progress and achievements are celebrated. For example, milestones and achievements are added to an 'achievement tree' on the wall in the hallway, which the children have responded positively to.

The manager and staff are flexible and proactive in ensuring the children have good-quality time with people who are important to them. Both children regularly have visits from family at the home, supported by staff.

The environment is warm and homely with photos of the children on the walls throughout the home. Both children's bedrooms were recently redecorated in their choice of colour and the children have access to a large choice of age-appropriate toys, books and games.

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

The needs of the children are complex and, as a result, incidents do happen. Staff generally manage lower-level incidents appropriately, offering children support and reassurance. However, there continue to be a high number of incidents involving restraint, with 142 such incidents since the previous inspection.

Guidance for staff is not clear enough around the use of restraint and strategies that should be followed to de-escalate incidents. As a result, staff responses to children are not always consistent.

Records of restraint are detailed and debriefs with staff and children take place after each incident. Debriefs are reflective and of good quality but records do not always contain sufficient information about the circumstances of some holds.

The manager has identified that the level of restraint in the home is high and understands the potential emotional impact of this on the children.

Some action has been taken to review the home's response to incidents, including the manager consulting with the organisation's therapeutic services. However, at the time of the inspection, there had not yet been a consistent reduction in the use of restraint in the home.

When allegations are made against staff, appropriate safeguarding procedures are followed. Investigations carried out are robust and issues around poor practice are identified and appropriate action taken.

The effectiveness of leaders and managers: good

The home is run by an enthusiastic and proactive manager. Staff are positive about her support and leadership and said they enjoy working at this home.

Management oversight of records is of good quality and includes reflection and analysis of patterns in incidents. Practice issues and training needs are identified and addressed in team meetings and individual supervisions. However, full supervision has not always been held regularly for all staff. The manager has identified difficulties with supervision taking place at the home during longer school holidays. A plan has been put in place for supervision to take place elsewhere in future when the children are at home.

The manager has a good understanding of the needs of the children and works well with other professionals to ensure they receive consistent and appropriate support.

External professionals were positive about the care provided to the children and the quality of communication from the manager and staff.

Staff receive training specific to the needs of the children living in the home, for example, play therapy and attachment and trauma training. During the inspection, the staff were taking part in pre-arranged refresher training for physical intervention techniques.

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 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <p>Restraint in relation to a child is only permitted for the purpose of preventing—</p> <p>injury to any person (including the child);</p> <p>serious damage to the property of any person (including the child); or</p> <p>a child who is accommodated in a secure children's home from absconding from the home.</p> <p>Restraint in relation to a child must be necessary and proportionate. (Regulation 20 (1)(a)(b)(c) (2))</p> <p>In particular, leaders and managers should implement a robust and effective plan to reduce the use of restraint.</p> | 22 November 2023 |
| <p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>understand and apply the home's statement of purpose;</p> <p>ensure that staff—</p> <p>understand and apply the home's statement of purpose;</p> <p>protect and promote each child's welfare;</p> <p>treat each child with dignity and respect;</p> | 22 November 2023 |

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| <p>provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background;</p> <p>help each child to understand and manage the impact of any experience of abuse or neglect. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iii)(iv)(v))</p> <p>In particular, ensure that there is clear guidance for staff to de-escalate incidents and that this guidance is consistently followed.</p> | |
| <p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>meet each child's behavioural and emotional needs, as set out in the child's relevant plans;</p> <p>help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;</p> <p>are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same;</p> <p>de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(iv)(x)(xi))</p> | <p>22 November 2023</p> |
| <p>The registered person must ensure that all employees—</p> <p>Receive regular practice-related supervision by a person with appropriate experience.</p> <p>(Regulation 33 (4)(b))</p> | <p>22 November 2023</p> |

Recommendation

- The registered person should ensure that, as appropriate, staff are able to access the specialist therapeutic services attached to the home to enable them to continue to develop their understanding of how children's experiences impact on their behaviour, and the most effective strategies to support them. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

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: 1255407

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: Tina Morten

Registered manager: Abigail Bryant

Inspector

Janet Jauregui, 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 <http://reports.ofsted.gov.uk/>.

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 2023