

1213416

Registered provider: Reflexion Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider operates the home, which offers care for up to 2 children who may have emotional and social needs and/or special educational needs and/or disabilities (SEND).

The manager was registered with Ofsted in July 2024. She is suitably qualified and experienced. She also manages another children's home within the organisation.

Inspection dates: 12 and 13 January 2026

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 14 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/08/2024	Full	Good
01/11/2023	Full	Good
14/02/2023	Full	Good
15/09/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child has moved into the home, and one child has moved out. At the time of the inspection, there were 2 children living in the home. Both children engaged with the inspector.

The manager carefully plans and supports children's moves into the home. Before moving in, children are provided with information, photos and videos of the home. They are also offered opportunities to visit, see their bedrooms and spend time with staff and the children already living there. This approach helps children understand their future living environment and reduces potential anxieties.

Children develop positive and trusting relationships with staff. One child said a member of staff feels 'like a mum' to her. Interactions between children and staff are warm and nurturing, with children greeting staff with hugs. These behaviours reflect the strong, family like relationships in the home, where children feel cared for, valued and a strong sense of belonging.

Children's health needs are well met. They are registered with local health services and attend routine health appointments. Staff work closely with the in-house therapy team, which supports them to understand each child's individual needs. As a result, children's physical and emotional health needs are identified and met effectively.

Both children attend education and are making progress. Progress is particularly significant for one child who, before moving into the home, was not attending school. The manager and staff work effectively with external professionals to create well-coordinated plans that meet each child's educational needs. One child's education provider reported that the child 'attends school daily and engages well in their education sessions'.

Staff support children to spend time with the people who are important to them, including family members. Staff build positive relationships with families, which helps ensure that visits are safe, meaningful and arranged in the child's best interests. A family member of one child said, 'Staff have gone above and beyond, they are just amazing.' This approach helps children maintain connections with significant people in their lives.

The home is welcoming and well decorated. Children's bedrooms are personalised; however, some broken and damaged furniture has not been replaced. In addition, one child's bedroom was cluttered with their belongings and was untidy, creating a chaotic environment. These conditions are not conducive to children's well-being and do not support a calm, safe or comfortable space for rest and relaxation.

How well children and young people are helped and protected: good

The home has clear plans and procedures in place to respond effectively should safeguarding or missing-from-home incidents occur. There have been no safeguarding or missing incidents since the last inspection. The absence of such incidents indicates that staff consistently follow safe and effective safeguarding practices.

Detailed behaviour and risk management plans provide staff with clear strategies to minimise potential risks and protect children. One child said, 'I want to stay here until I am 18 because I trust the staff here; they care and look after me well.' Another child said, 'I like everyone here and the staff are respectful to me.' These views show that children feel safe, reassured and confident that staff listen to them and take their needs and feelings seriously.

Staff manage children's behaviours well. Physical restraint is used only as a last resort, when all de-escalation strategies have been exhausted. The brief duration of restraints demonstrates the effectiveness of staff's behaviour management approaches. The manager oversees records all incidents and ensures that staff and children are spoken with afterwards. Staff also support children to reflect on what happened, giving them the opportunity to talk about their feelings and consider alternative ways to manage difficult emotions.

Systems for overseeing children's internet use are effective. Parental controls are in place to ensure that children only access age-appropriate content. In addition, staff educate children about potential online risks and responsible online behaviour. These actions help children to use the internet safely and develop their understanding of how to stay protected online.

The effectiveness of leaders and managers: good

The manager is experienced and dedicated and ensures that children receive a good standard of care. She knows the children well and is child centred in her approach. She works hard to build trusting relationships with the children, which helps them to feel secure, develop confidence and thrive.

The home is staffed by a full and consistent team. One member of staff said, 'The team is strong and supports each other throughout.' Another commented that working in the home feels 'like being at home rather than at work', describing the team as a family. This strong sense of unity and mutual support promotes positive working relationships and contributes to a safe, nurturing and stable environment for the children living in the home.

The manager ensures that staff are well supported to carry out their roles effectively. Staff complete a range of relevant training that equips them to meet each child's individual needs. They also benefit from the expertise of the provider's in-house therapy team. As a result, staff have the knowledge and skills required to provide good-quality care to the children.

Staff receive regular supervision sessions and annual appraisals, which help them remain skilled, reflective and supported in their professional development. Discussions focus strongly on children's wellbeing and safety, enabling staff to think carefully about their practice. The manager recognises the importance of staff welfare and provides consistent support, ensuring that staff feel well prepared and confident in meeting children's needs. Staff speak extremely positively about the support they receive. One member of staff said, 'I have daily chats with the manager, and she is so supportive.'

The manager's monitoring is not always effective. For example, the home's statement of purpose requires updating, and actions identified in the home's quality of care review have not been completed in a timely manner. In addition, maintenance tasks are not consistently followed through. The manager acknowledged these shortfalls and recognised that her oversight has not been as effective as it should have been. She has begun implementing plans to address these issues and improve monitoring systems.

Partnership working with external agencies and parents is strong. External professionals consistently praised the manager and staff, particularly highlighting the effectiveness of communication and the high standard of care provided to children. A common theme throughout the feedback was the positive relationships children have with staff and the nurturing approach demonstrated by both the manager and the team. One professional said, 'We have a great relationship with the staff and the registered manager. The communication is fantastic, and I receive regular update reports. It is clear that the support [name of child] receives is therapeutic.'

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
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that — In particular, the standard in paragraph (1) requires the registered person to— 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1) (2)(a)(h)) This specifically relates to ensuring the home's monitoring systems are robust and effective.	16 February 2026
The quality and purpose of care standard is that children receive care from staff who— In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1) (2)(c)(i)(ii)) This specifically relates to ensuring that any broken or damaged bedroom furniture is replaced immediately and that children's bedrooms provide a calm, safe and comfortable space for rest and relaxation.	16 February 2026

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: 1213416

Provision sub-type: Children's home

Registered provider: Reflexion Care Group Limited

Registered provider address: Fitzroy Academy, Cruckton, Shrewsbury SY5 8PR

Responsible individual: Daniel Bebb

Registered manager: Amanda Wills

Inspector

Jas Nahar, Social Care Inspector

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