

1227596

Registered provider: Reflexion Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to three children with complex needs and learning disabilities. The home is privately owned and forms part of a large social care organisation that offers an education service and therapeutic support.

The manager registered with Ofsted in October 2021. She is suitably experienced and has a level 5 qualification in leadership and management.

Inspection dates: 7 and 8 February 2023

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: 1 March 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/03/2022	Full	Good
12/11/2019	Full	Outstanding
16/10/2018	Full	Outstanding
14/11/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Three children currently live in the home. Since the last full inspection, one child has left the home and one child has moved in.

The staff team is stable and experienced, and it understands children's needs. This helps children develop trusting relationships with adults. The inspector observed warm, friendly and supportive interactions between children and staff members. These positive relationships support children's progress and provide them with the stability they need.

Staff have the skills to understand children's complex needs. They work with the home's therapist to develop creative ways to support children. For example, staff have used social stories for one child, which have helped them to progress and improve their health and well-being. As a result, the child is happier.

Children enjoy a wide range of hobbies and interests. One child supports their local football team and regularly watches them play. Another child has created a fun scrabble wall. Staff ensure children's positive achievements are praised, and certificates are proudly on display.

Staff meet children's health needs, and they promote healthy diets. Natural ingredients are added to meals to increase health and well-being, which promotes a healthy lifestyle for all children and also meets one child's particular health needs. Children attend both routine and specialist health appointments.

All children go to school full time. One child has made excellent progress and, with support from staff and school, has learned to read and write. Positive communication with the school supports children who struggle to attend. Together, they form plans to reintegrate children back into education, which supports their progress. As a result, any barriers to learning are soon overcome.

The home is well maintained to a good standard. Children have their own bedroom and lounge, which are comfortable and personalised to their taste. One child has planted fruit and vegetable trees in the garden. In contrast, not all snacks are available to children. Children ask for crisps from a utility room that is kept locked. This has the potential to devalue children's experiences.

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

Leaders and managers have responded efficiently and effectively to the one allegation of harm. Steps were taken to ensure the safety of the child. Information is shared with external agencies, advice is sought and actions are completed. Any learning points are identified and acted on. This promotes children's safety and well-being.

Since the last inspection, there has been one incident where a child has gone missing. Staff look for children to ensure they are found safe. Staff have a clear understanding of children's risk assessments and follow protocols. Staff ensure children are welcomed back positively. Staff help children to share their views both with them and with someone independent.

Medication is not always administered correctly. Where errors have occurred, leaders and managers have taken steps to keep children safe, seeking advice from medical professionals and informing external agencies. Extra learning has been sought for staff. Also, children are helped to understand how much medication they should be taking. This approach reduces the likelihood of mistakes occurring in the future.

Incidents of restraint are rare, but when they do occur, they are proportionate to the risk and well managed. Staff have a good understanding of children's needs. Staff use de-escalation techniques to reduce risk where possible. Leaders and managers help children and staff to share their views after each incident. This supports children to feel reassured and valued.

Leaders and managers ensure that complaints from children are taken seriously and acted on. Children feel confident to make a complaint, and any concerns are listened to. Children always receive an outcome to their complaint within appropriate timescales.

Staff know what to do to keep children safe. They know children well and understand what children need in order to reduce any potential risk. Written risk assessments provide staff with sufficient information, guidance and risk management strategies. They are clearly recorded and regularly reviewed and updated. Furthermore, risk assessments are reviewed in consultation with the home's clinical team.

The effectiveness of leaders and managers: good

The registered manager is creative, passionate and child-focused. She is supported by a well-qualified and experienced team that shares her passion and child-focused approach. Children benefit from this positive culture, which supports their progress.

The registered manager is knowledgeable about children's complex needs. She advocates for children and works effectively with professionals. One professional said, 'The team engaged in some of the most effective multi-agency working that I have experienced.' This improves the quality of care that children receive.

Staff speak positively about working in the home and feel supported by the manager.

Staff receive regular supervision and annual appraisals, which are reflective and assess staff performance. Staff are encouraged to develop and progress into senior roles. At the end of team meetings, one person is voted to receive an award for their commitment and work provided to children. These supportive systems mean that staff feel valued and happy, which ensures good levels of care for children.

Staff receive a wide range of training, including an in-depth induction programme and specific training relevant to children's needs. In contrast, on one occasion, staff did not have training around deprivation of liberty orders, which was relevant for one child. However, the manager ensured staff fully understood how to meet the child's needs and ensured their safety and well-being. As a result, there was no negative impact on the child.

Leaders use effective monitoring systems. They understand the home's strengths and areas for development and generate actions to develop the quality of care for children. Also, monitoring systems have been improved to ensure children are safe online. A video tutorial was created to help staff effectively check children's mobile phones and game consoles.

The independent person does not regularly see or speak to children when they visit the home. This limits the chances for children to share their views with someone independent.

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: 1227596

Provision sub-type: Children's home

Registered provider: Reflexion Care Group Limited

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

Responsible individual: Gary Johnson

Registered manager: Katie Brittain

Inspector

Carl Wilton, Social Care Inspector

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