

## Children's homes – Interim inspection

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|------------------------------------|-----------------------------------------------------------------------------|
| <b>Inspection date</b>             | <b>08/03/2017</b>                                                           |
| <b>Unique reference number</b>     | <b>1227596</b>                                                              |
| <b>Type of inspection</b>          | <b>Interim</b>                                                              |
| <b>Provision subtype</b>           | <b>Children's home</b>                                                      |
| <b>Registered provider</b>         | <b>Reflexion Care Group Limited</b>                                         |
| <b>Registered provider address</b> | <b>Reflexion Care Group Ltd, Black Birches, Hadnall, Shrewsbury SY4 3DH</b> |

|                               |                       |
|-------------------------------|-----------------------|
| <b>Responsible individual</b> | <b>Gregory Watson</b> |
| <b>Registered manager</b>     | <b>Post vacant</b>    |
| <b>Inspector</b>              | <b>Elaine Cray</b>    |

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| <b>Inspection date</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>08/03/2017</b> |
| <b>Previous inspection judgement</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Good</b>       |
| <b>Enforcement action since last inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>None</b>       |
| <b>This inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                   |
| <p><b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b></p> <p>This home was judged <b>good</b> at the full inspection. At this interim inspection, Ofsted judges that it has <b>sustained effectiveness</b>.</p> <p>Children and young people continue to make good progress because staff have sensitive insight into their needs and the challenges of growing up with the impact of disrupted childhoods. Focused key working with therapeutic input, alongside a nurturing living environment, enable children and young people to explore their feelings and develop greater emotional resilience.</p> <p>Health outcomes continue to be good as children and young people moderate their weight, eat more healthily and take part in a range of activities to build their self-esteem. One young person excels at football, enjoys horse riding and takes part in a range of after-school activities such as chess and circuit training. Another young person much prefers to save up money to go trampolining rather than buy snacks and sweets and thoroughly enjoys fishing.</p> <p>Children and young people mature as a result of the extensive range of activities and high levels of supervised time with staff. They become more confident as positive behaviours are consistently rewarded. As children and young people make positive relationships, they are more able to express their worries and incidents of challenging behaviours are few and far between.</p> <p>Staff are proactive and seek to work in partnership with agencies to support children's and young people's complex emotional, educational and behavioural needs. For example, staff maintain regular discussion with young people's education placements, visit schools and offer their own support to maintain young people in the classroom.</p> <p>Staff's commitment and encouragement enables one young person to now attend full-time education, after an extensive absence from learning in any formal setting. These outcomes show the staff have met the education-related statutory requirement from the last inspection.</p> <p>Management of the home remains effective, even though the registered manager has recently moved on. The established deputy manager has now been recruited as the new manager and is in the process of being registered with Ofsted. Most importantly, the children and young people are very pleased with these arrangements.</p> <p>Staffing arrangements meet the needs of the young people. The staff team</p> |                   |

remains stable and agency staff are not used because staff shortages are covered by staff from nearby homes. Children and young people are familiar with these staff. They experience a good sense of stability as they develop extremely positive and trusting relationships with staff.

Collaborative work with social workers and parents enables staff to safely manage young people's family contact arrangements. Children and young people develop a greater understanding of their family backgrounds after talking with staff and are more able to manage family dynamics.

The management team continues to drive recruitment and training. Children and young people's safety and the home's statement of purpose are promoted with robust recruitment of staff, effective induction and regular staff supervision.

The staff team has met the statutory requirements and recommendation from the last inspection. In terms of training, the staff team is keen to complete the forthcoming training in autistic spectrum disorder as part of its drive to make further improvements in the home.

Consultation is a key strength, with regular house meetings and focused one-to-one key working to help children and young people express their views and to have involvement in their placements and the running of the home. An update about contact details for the Office of the Children's Commissioner, as recommended from the last inspection, gives children and young people further information about their rights, external support and advocacy.

The management and staff team embrace feedback and are keen to drive improvement in the home. They are quick to respond to independent monitoring visits and ensure that the home remains compliant with the children's homes regulations and quality standards. There are no shortfalls identified at this inspection.

## Information about this children's home

This privately owned home is registered to provide care and accommodation for up to three children and young people who have emotional and/or behavioural difficulties and/or learning disabilities.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 03/11/2016      | Full            | Good                 |

## **What the inspection judgements mean**

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference that adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, 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 who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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'.

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