

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: 21 and 22 February 2024

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: 7 February 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/02/2023	Full	Good
01/03/2022	Full	Good
12/11/2019	Full	Outstanding
16/10/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Three children live in the home. Since the last inspection, one child moved from the home and one child moved in. Both moves were well planned. The registered manager ensures that arrangements provide children with positive experiences. For example, the child who moved on from the home was supported to visit his new home on several occasions and enjoyed a range of activities with staff before he left. He received a memory book of his time living in the home and gifts. This practice helps children to manage significant life events and invest in their future care plans.

Staff promote children's education. One child attends a state school, and two children attend a school that is part of the same organisation. Children receive additional support from care staff in school as needed. One child has successfully transitioned from primary school to high school and has made improvements with their reading. Another child's attendance has improved, and they are now preparing to complete their GCSEs.

Children are in good physical health. They are registered with local health services and attend routine health appointments. Children access weekly support from the organisation's clinical team, which helps them with their emotional well-being. The registered manager and staff team have a shared drive to implement a therapeutic parenting approach in caring for children. Monthly consultation meetings and regular communication with the organisation's clinical team help staff to respond well to children's emotional needs. One clinician said, 'The team are the tightest cohesive team I have had the pleasure of working with, and it is evident in the progress of [name of child].'

The registered manager and staff have a good understanding of children's early childhood experiences and how these present through their behaviours. Staff speak warmly of their relationships with children, who respond well to staff and have a clear understanding of what is expected of them. Children benefit from consistent care by people who know their daily routines well.

Most children feel that their views and wishes are listened to. The registered manager and staff provide a safe space where children can voice their opinions on the care they receive. Information shared by children is used to inform a review of their care plans. For example, one child who wanted to move to a semi-independent provision has been to visit a service that offers semi-independent living accommodation. The child now has a plan to help them develop the knowledge and skills they will need to live independently.

The home is large and spacious. It is furnished and decorated well, and children's bedrooms are personalised. Most of the home is maintained well; however, some windows are old and need attention. For example, two children's bedroom windows do not open, which limits the opportunity to ventilate these rooms. Locks on internal

doors in communal areas do not complement the efforts made to make the environment a warm and welcoming place for children to spend time. In addition, it is not clear that the locks are necessary and proportionate to protect children's welfare.

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

The registered manager and staff know children's behaviours and risks well. Plans provide clear guidance for staff. Some children's risks have reduced. For example, verbal abuse and self-injurious behaviours from one child are less frequent. Staff seek permission from children to carry out a room search if they are worried that they might have something that will cause them harm. When permission is not given, the registered manager arranges for additional staff to provide support overnight so the child's welfare can be monitored. Staff promote positive behaviours using praise and rewards.

Physical intervention is occasionally used by staff to keep children and others safe from harm. Staff keep a clear record of incidents. The registered manager ensures that all staff are trained in de-escalation and techniques that can be applied to hold children safely. Staff and children are provided with an opportunity to reflect on the incident. This practice supports the manager to review the experiences of the child and evaluate the effectiveness of interventions used by staff.

Two children feel safe, and one child explained that it can be hard to live with other children with complex needs. Children understand how to make a complaint about their care. One child has used the complaint system on some occasions. The registered manager writes a child-centred letter of the outcome of the complaint. This validates that children's concerns have been heard and action has been taken to resolve any issues.

Staff help children to develop their awareness of risks. They speak with children about exploitation and help them to identify unhealthy relationships. They raise awareness of the side effects from substances, including vaping. Online safety is taken seriously. There are systems in place to prevent children from accessing inappropriate content online. Staff speak with children about the importance of not sharing personal information or images.

It is rare for children to go missing from home. Staff respond well when children are not where they are expected to be. They search for children and contact family and friends to establish the child's possible location. They work well with the local police service to ensure that there is a coordinated response to find the child. When children return to the home, the registered manager ensures that they have an opportunity to speak with an independent person.

The effectiveness of leaders and managers: good

The registered manager is committed to providing children with good-quality care that considers their past experiences and trauma. She has a clear vision that is understood and promoted by the staff team.

Permanent and temporary staff vacancies are managed well. In most instances, shortages are covered by staff who work in the home. When this is not possible, staff who work in other homes within the organisation provide support. This means that children receive care from people who they know and who receive the same training.

The registered manager ensures that she understands children's experiences of living at the home through observations, gathering feedback and monitoring records. This allows her the opportunity to identify areas for development and embed learning into practice.

Staff feel supported by the registered manager. They receive monthly supervision, attend regular team meetings and have their performance appraised yearly. These formal meetings complement the informal support and guidance the manager provides daily.

Most staff hold a relevant qualification. Staff who are new to the role are enrolled or working towards a qualification. The registered manager ensures that all staff complete training that will support them to carry out their role and meet the individual needs of children who live in the home.

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that staff provide a nurturing environment that is welcoming, supportive and which provides appropriate boundaries in relation to their behaviour. The home should also meet children's basic day-to-day needs and physical necessities. Staff should seek to meet the child's basic needs in the way that a good parent would. In particular, windows should be maintained to a good standard and should be opened to allow ventilation. The registered person should review the use of locks on the doors of communal rooms, which detract from efforts made to make the environment feel homely and are not necessary and proportionate to promote children's welfare. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.7)

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

Helen Dunn, Social Care Inspector

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