

1256638

Registered provider: Reflexion Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care for up to 3 children who have suffered adverse childhood experiences that have led to associated trauma and presenting complex behaviours and with special educational needs and/or disabilities.

The home is privately owned and forms part of a large social care organisation that also provides education and therapeutic services. At the time of the inspection, 3 children were living in the home. All 3 children were spoken to as part of the inspection.

The manager registered with Ofsted in March 2025.

Inspection dates: 10 and 11 February 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	requires improvement to be 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 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/01/2025	Full	Good
06/02/2024	Full	Good
14/03/2023	Full	Good
22/11/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Two children have lived in the home for more than 2 years, and one child has moved in since the last inspection. All children are making progress from their individual starting points. However, the response to a safeguarding allegation made by one child was not sufficiently robust. This shortfall in safeguarding oversight has affected the child's experience and reduces the overall effectiveness of the care provided.

Children's moves into and out of the home are carefully considered and child centred. When children move into the home, including in emergency situations, managers ensure that relevant information is gathered and that children already living in the home are prepared appropriately. One child who moved on from the home did so in line with their care plan. Managers and staff provided individualised planning and thoughtful preparation, which supported a well-coordinated move.

Managers and staff advocate for children's education. Communication with schools is effective, and any concerns are addressed promptly. When issues arise, leaders work collaboratively with education providers to identify solutions and put support in place to improve outcomes for children. As a result, children benefit from consistent engagement in education and tailored support that meets their individual needs.

Children have access to universal health services, and those who require additional specialist support are referred to the appropriate professionals. Managers and staff are committed to promoting children's emotional health and wellbeing. Managers ensure that children receive input from the home's clinical lead, enabling them to benefit from interventions that are tailored to their individual needs. As a result, children make progress in their emotional development and overall wellbeing.

Children experience a wide range of meaningful activities and opportunities that reflect their interests and talents. One child competes in gymnastics at a national level and receives consistent support from staff to pursue her ambitions. All children benefit from individualised support and regular participation in activities they enjoy.

Children's relationships with the people who are important to them are actively promoted by staff. This includes facilitating a range of family time arrangements. This support contributes positively to children's sense of identity and emotional development.

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

Following a significant concern, leaders did not refer an allegation to the local authority designated officer when it was reported. The internal review that was undertaken was limited in scope and did not consider all relevant records or contextual risk factors. There was insufficient professional curiosity about the inconsistencies, particularly in light of

recent history of substantiated abuse. As a result, the response to the allegation did not provide full assurance that the child's voice was explored robustly or that risks were comprehensively assessed. Leaders did not demonstrate sufficient safeguarding challenge or escalation in response to delays in multi-agency actions. This shortfall compromises the effectiveness of safeguarding arrangements.

Children have trusting relationships with staff. They say that they feel safe and can identify staff members and managers who support and protect them. One child said that they have changed their behaviour because of the help they have received from staff.

For most children, incidents are rare. When children become dysregulated, staff use agreed escalation strategies to help manage behaviour. When physical intervention is necessary, it is proportionate and used only to prevent harm. Records of physical interventions are clear and show that managers review each incident and provide opportunities for children and staff to reflect.

Staff and managers place an emphasis on promoting positive behaviour through praise and rewards. Consequences are used infrequently and are generally proportionate. Staff also engage children in regular discussions about risk and safety, helping them to develop a better understanding of how to keep themselves safe.

The effectiveness of leaders and managers: good

The home is led by a child-focused manager who has high aspirations for children and a clear vision for developing the staff team and the home environment. She promotes a nurturing, child-centred culture, and the staff team is invested in children's progress and outcomes.

Managers use a range of reviewing and monitoring systems that generally provide effective oversight of the home. These systems help the manager to understand strengths and areas for development. However, oversight relating to the management of a recent safeguarding allegation was not sufficiently robust. The manager's internal review lacked analytical depth and did not demonstrate a comprehensive evaluation of all available evidence. This was a missed opportunity to ensure that safeguarding practice was rigorously scrutinised and improved.

The responsible individual has broad oversight of the homes management, however in a small number of discrete areas there is insufficient evidence of independent evaluative scrutiny or challenge to ensure that safeguarding arrangements are consistently effective.

Staff report feeling well supported by leaders and describe morale as positive. They receive regular supervision that provides space for reflection and professional development. Team meetings are used effectively to promote learning, share information and consider children's needs. Involvement from the clinical team strengthens staff understanding of children's behaviour and supports a therapeutic approach.

Professionals and family members speak positively about the support provided to children and how this contributes to children feeling settled and making progress.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(vi)(vi)(vii)(b)) In particular, the registered person must ensure that all allegations or concerns raised by children about harm caused by staff are managed in line with the home's child protection policies and relevant statutory guidance. This must include, but is not limited to, ensuring the following: • Information is shared promptly with the local authority designated officer. • Appropriate risk management measures are implemented while investigations are ongoing. • Safeguarding investigations are thorough and demonstrate professional curiosity, taking into account all available information and relevant records. • Children are spoken to independently and their views are fully explored and recorded.	29 March 2026

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)) In particular, the registered person must ensure that monitoring and review systems are sufficiently robust to identify, analyse and address shortfalls in practice. This must include ensuring that: • Managers' oversight of safeguarding incidents is analytical and demonstrates clear identification of learning, required actions and improvements needed to reduce risk. • The responsible individual provides effective and independent oversight, including appropriate challenge when concerns are identified in safeguarding practice.	29 March 2026
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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: 1256638

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 Pearce

Inspector

Nateisha Cardoza-Evans, Social Care Inspector

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