

2563818

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 owned by a private company. The home is registered to provide care for up to three children who may experience social and emotional difficulties.

The registered manager is suitably qualified.

At the time of the inspection, two children were living in the home. The inspector spoke with both children.

Inspection dates: 21 and 22 January 2025

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: 17 May 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/05/2023	Full	Good
04/05/2022	Full	Requires improvement to be good
20/04/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff understand children's needs well and know when children require additional support. This helps children to receive individual care and support. One child is receiving art therapy to support them to explore their feelings. This helps children to feel confident that staff know their needs and how to support them. When there are delays in children receiving support, the manager challenges this. This keeps children the focus of all decision-making.

Children have positive and trusting relationships with staff. This helps children to share their wishes and feelings and to say when they are not feeling listened to by external professionals. Staff have supported one child to speak to their social worker and independent reviewing officer about their future. Staff have supported another child to speak about their lived experiences, which is helping the child to feel safer.

Staff support children to understand the reasons for health appointments. Staff have supported one child to learn how to brush their teeth daily and to visit the dentist. This helps children to learn about oral hygiene and to create daily hygiene routines. Staff encourage older children to share their views about their health appointments. These conversations help children to learn about making decisions as part of their developing independence.

Children's education is highly valued by staff. Staff support children to return to full-time education, and support them in school when this is needed. This helps children to feel safe in the school environment. When children experience difficulties in school, staff support them to share their feelings. This helps children to feel listened to and to be involved in making decisions about their education. The manager is supporting one child to explore all options for their education.

The communal areas of the home are comfortable, well maintained and reflect the diversity of the children. The playroom contains toys and books and displays children's artwork. There is a computer room, where older children enjoy playing electronic games and relaxing. Bedrooms for older children are designed in line with their wishes and feelings. The designs of bedrooms for younger children are an area for development. There is a large garden with a trampoline and a climbing frame, which children enjoy playing on.

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

Staff are supported by a clinical team to understand the support children need. This helps children to receive individual care and support. Staff carefully review and record children's support plans. This keeps children's plans up to date, with effective guidance for staff to follow. When further training is required for staff, this is arranged by the

manager. This supports children to receive appropriate support from a skilled staff team.

Staff are responsive to children's needs, which enables bespoke routines to be created. One child's bedtime routine was changed to help them to share their feelings before going to sleep. This supports the child to settle and feel safer. Staff understand children's dietary requirements. Staff encourage children to be involved in making decisions about their meal choices. This creates an inclusive living environment while respecting children's individual needs.

Children do not go missing from their home, highlighting the trusting relationships they have with staff. Staff only use physical interventions when these are needed to keep children safe. Staff support children to understand the reasons for the physical interventions. This helps children to reflect on their feelings and assists in updating their support plans.

The manager and staff manage children's allegations and complaints effectively. Staff thoughtfully support children to share their views. This helps children to feel valued and feel that their views are heard. Staff carefully record children's allegations and complaints using children's own words. This enables external professionals to understand the children's lived experiences.

Staff understand when children require specialist support. When there are delays in specialist support being provided, the manager is proactive in addressing this. For example, one child is waiting for a specialist assessment to identify their long-term support. The child is, however, frustrated with the delays. The manager recognises that independent advocacy for children is an area for development. This will help children to feel their opinions are being heard.

The effectiveness of leaders and managers: good

The manager and staff are dedicated to providing children with a safe and nurturing home environment. The manager and staff are skilled in understanding children's needs. External professionals speak positively about the child-focused approach of the manager and staff in responding to children's needs.

Leaders and managers have effective systems in place to support the safer recruitment of staff. New members of staff receive a comprehensive induction plan that develops their learning and practice. Well-organised supervisions, appraisals and training help to further develop staff's practice.

Staff speak positively about the support they receive from leaders and managers. This helps staff to feel valued and provides new staff members with positive role models. Team meetings and consultations with the clinical team support staff to understand children's needs. These meetings create strong staff practice and help to keep children safe.

There are effective monitoring and review systems in place. The manager has created a system to review any incidents involving children. This helps to understand children's feelings leading up to and following the incidents. This enables staff to develop bespoke support plans for children.

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

Recommendations

- The registered person should ensure that for the children's home to be a nurturing and supportive environment that meets the needs of the children, it will, in most cases, be a homely, domestic environment. Children's homes must comply with relevant health and safety legislations; however, in doing so, homes should seek as far as possible to maintain a domestic rather than 'institutional' impression. This relates to designs of bedrooms for younger children. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that all children have access to appropriate advocacy support, and, where possible, this should be provided by a person that the child chooses. Looked-after children are entitled to an independent advocate to advise them and to ensure they have the support needed to express their views, wishes and feelings about their care and lives. ('Guide to the Children's Homes Regulations, including the quality standards', page 23, paragraph 4.16)

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: 2563818

Provision sub-type: Children's home

Registered provider: Reflexion Care Group Limited

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

Responsible individual: Craig Wilson

Registered manager: Lee Beardmore

Inspector

Siân Heffey, Social Care Inspector

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