

2580303

Assurance visit

Information about this children's home

The home is owned by a private company and is registered to provide care for two children who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

The home registered with Ofsted in April 2020. A registered manager is in post. The manager has a level 5 qualification in leadership and management. One young person lives in the home.

Visit dates: 8 to 9 December 2020

Previous inspection date: Not previously inspected

Previous inspection judgement: Not previously inspected

Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

Findings from the visit

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

The care of children

The young person lives in a warm and comfortable home that is decorated to her taste. The young person is supported to be involved in decisions about the decoration of the home and encouraged to personalise her bedroom. However, staff have a practice of locking the lounge door at night which detracts from the homely feel of the home.

Staff support the young person to follow a bespoke educational timetable that meets her needs. This includes supporting the young person to attend voluntary work as well as classroom learning as part of a creative programme of education. This has enabled the young person to make significant progress from her starting point.

The young person's health needs are met. Managers and staff work with mental health professionals and the company's therapist to ensure that they can support the young person with her emotional well-being.

During the period of national lockdown and restrictions relating to the COVID-19 pandemic, the young person has been supported to stay in touch with people who are important to her. When it has been safe, staff have transported the young person a long distance to see family. Consequently, the young person has been able to maintain meaningful relationships with people who are important to her.

The safety of children

When the young person goes missing from the home, staff follow well-established protocols which are agreed with the local police. Staff welcome the young person when she returns home and ensures that she is given an opportunity to talk with an independent person. As a result, the young person is beginning to recognise that people really care about her and is starting to make safer decisions. Consequently, the number of incidents of the young person going missing from home is reducing.

Despite the restrictions imposed due to the COVID-19 pandemic, staff have continued to benefit from accessing online training, including how to safeguard children. These training opportunities enable them to have the necessary skills to support the young person and to promote her welfare. However, not all members of staff have received training in e-safety to help them understand about online risks. Furthermore, one member of staff has not received training in mental health, depression and suicide.

Staff have access to well-developed risk assessments that provide them with the historical context of the young person's vulnerabilities and needs. Staff have used

this informed knowledge to build a positive relationship with the young person. This relationship has helped staff to de-escalate incidents when they occur.

The manager has established good working relationships with the local police to ensure that staff have the most up-to-date information about risks in the local area. This partnership working helps to keep the young person safe.

At the time of inspection, steps at the front of the house which lead to the car park were not lit at night. This creates a potential health and safety hazard for the young person and for staff.

Leaders and managers

Managers have tried hard to ensure that the young person has a core staff team. However, with the impact of COVID-19 a number of less familiar staff have needed to be used to sustain the required staffing levels.

The manager uses monitoring systems effectively to help develop the staff practice and to improve the overall quality of care.

Staff receive regular, good-quality supervision which includes discussions about the needs of the young person and the importance of safeguarding.

Managers maintain effective relationships with partner agencies, promoting consistent support for the young person.

Managers are acutely aware of the young person's vulnerabilities and are thoughtful in their oversight of staff practice in keeping the young person safe. Managers and staff are confident in the processes that they need to follow should they become worried for the young person's welfare.

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, 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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b)(2)(c)(e))	17 January 2021

Recommendations

- the registered person should ensure that the children's homes complies with relevant health and safety legislations (alarms, food hygiene etc.). ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9')

(With specific reference to following the Health and Safety at Work Act 1974 in relation to outside lights).

- Just as in a family home, children should be able to access all shared areas of their home unless there are specific reasons why this would not meet a child's needs. Limits on privacy and access may only be put in place to safeguard each child in the home (regulation 21(c)(i)). Any decisions to limit a child's access to any area of the home and any modifications to the environment of the home must only be made where this is intended to safeguard the child's welfare. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.10')

Children's home details

Unique reference number: 2580303

Registered provider: Reflexion Care Group Limited

Registered provider address: Reflexion Care Group Ltd, Black Birches, Hadnall, Shrewsbury, Shropshire SY4 3DH

Responsible individual: Gregory Watson

Registered manager: Jeanna Trachonitis

Inspector

Karen Gillingwater, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2020