

2580303

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 and provides care for two children who need support with their presenting behaviours and/or have learning disabilities.

The manager registered with Ofsted in August 2021 and is suitably qualified and experienced.

Inspection dates: 21 and 22 November 2023

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: 29 September 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/09/2022	Full	Good
22/03/2022	Interim	Improved effectiveness
07/07/2021	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, there were two children living in the home. Both have lived in the home for a long time. Both children have continued to make good progress and they receive consistent, high-quality, individualised care from a dedicated and experienced staff team. Staff are trained in a therapeutic approach and children have had individualised therapy sessions from trained in-house clinicians, which has helped them to make sense of their experiences. As a result, children are nurtured and feel secure.

The home environment is welcoming, clean and comfortably furnished. There are photos of children and certificates relating to their achievements on display throughout the home. Different living areas provide children with space to enjoy independent interests and a room has been dedicated to arts and crafts. Children have been supported to personalise their bedrooms and their rooms have been recently redecorated. For example, one bedroom has had superhero wallpaper and themed canvases put up. This supports children to have a sense of belonging and comfort in their surroundings.

Staff and the manager support and promote positive relationships for children. Both children have regular time with family and opportunities for making and maintaining friendships. One child's friends come to sleep over at the home and they enjoy activities with them in the community. A specialist youth group was found for the other child which met their needs. This supports children to build their self-esteem, confidence and identity.

Children are supported to achieve in education and they are making progress. Both go to school and their attendance is good. Staff and the manager maintain good communication with school staff. They support one of the children in school, which ensures an integrated and consistent approach. One child was experiencing difficulties in school, which resulted in some exclusions. However, these have now reduced. The manager attended a recent parents' evening where the child's progress and achievements were highlighted. Good staff support enables children to make progress with their learning.

Staff help children to lead healthy lifestyles. Children are encouraged to experience new things and the manager has taken a creative approach to ensuring that they try varied foods. The home has a meal-box subscription which they use on some days in the week and children actively participate in meal preparation. There are plans to involve the children more in recipe selection. One child said that they 'love the food' at the home.

Children are registered with relevant medical practices and routine appointments are up to date. Health plans are in place and staff seek specialist support for children as required. However, the actions from one child's health assessment were not

transferred into their health plan and this resulted in a delay in getting a vaccination. While this does not appear to have had an impact on the child's health it does have the potential to do so. An appointment has now been scheduled by the manager.

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

Children say they feel safe and they are settled in the home. Incidents in the home are rare. There have been no incidents of physical intervention, children going missing from care, or any complaints or allegations since the last inspection.

The staff know the children well and risk management plans provide staff with clear guidance on the actions they need to take to mitigate risk. Safeguarding arrangements are effective and children are supported to understand risks through regular key work that is responsive to their needs.

Staff have a clear understanding of their roles and responsibilities in keeping children safe. They have received training in a range of safeguarding topics. They are aware of the whistle-blowing procedure and actions to take if there is an allegation or children are missing from care.

Staff manage behaviour well and focus on the use of praise and reflection to support children. There are clear rules and boundaries, which children are aware of. This consistent approach helps children to feel safe and encourages them to understand the impact of their behaviour on others.

The manager has systems in place for ensuring that health and safety checks are completed and the home has relevant maintenance certificates in place. However, the electrical installation certificate was out of date. The manager is now taking action to address this.

The effectiveness of leaders and managers: good

The manager is compassionate and committed to achieving positive outcomes for the children. She shows genuine care for the children and has developed effective systems to ensure the continued development of the home. The manager has high aspirations for children and staff alike. This ethos is shared by staff, who talk about the children with care and affection. The manager and staff have an exceptional knowledge of the children's starting points and what they have accomplished since living in the home.

The home is fully staffed and has a stable and suitably experienced team. No staff have left or joined the home since the last inspection and the children benefit from consistent relationships.

The manager supports the staff well and staff say they feel supported. The manager ensures that staff receive regular practice-related supervision and annual appraisals. There are also regular reflective team meetings. The manager has also introduced a monthly development plan for staff, which continually assesses their skills and

contains relevant and achievable targets. In addition, the manager ensures that staff have training to meet the children's needs. These practices ensure that staff are developed, work as a team and improve the quality of care children receive.

The manager and staff have good relationships with other professionals and feedback from professionals is positive. One social worker's feedback highlighted that the staff communicate well with others and involve parents and families appropriately, keeping them up to date with the children's care and development. In addition, staff advocate well for the children regarding their wishes and feelings. One social worker said, 'The care to [name of child] is absolutely brilliant and communication is always brilliant.'

The manager ensures that the statement of purpose is regularly reviewed, however, she has not sent the updated versions to the regulator. While this does not have an impact on children, it does mean that the regulator does not have the most up-to-date information on the home.

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

Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
The health and well-being standard is that— the health and well-being needs of children are met. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to achieve the health and well-being outcomes that are recorded in the child's relevant plans. (Regulation 10 (1)(a) (2)(a)(i)) The registered person should ensure that the actions identified in children's health assessments are clearly recorded in the children's health plans and that actions are completed in a timely manner.	4 January 2024
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 the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(d)) In particular, ensure that health and safety certificates remain up to date.	4 January 2024

Recommendation

- The registered person should ensure that they keep the statement of purpose under review (regulation 16 and schedule 1). The home's statement of purpose

should be child-focused, indicating how the home provides individualised care to meet the quality standards for the children in their care. The registered person should ensure that they notify HMCI of any revisions and send a copy of the revised statement to HMCI within 28 days of the revision. ('Guide to the Children's Homes Regulations, including the quality standards', page 14, paragraph 3.5)

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: 2580303

Provision sub-type: Children's home

Registered provider: Reflexion Care Group Limited

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

Responsible individual: Post Vacant

Registered manager: Lorna Cross

Inspectors

Sonia Sullivan, Social Care Inspector

Laura Norcop, Social Care Inspector

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