

2580303

Registered provider: Reflexion Care Group Limited

Interim 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. One child lives at the home.

Inspection date: 22 March 2022

Date of last inspection: 7 July 2021

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At this interim inspection, Ofsted judged that it has improved effectiveness.

Leaders and managers have ensured that all the requirements and recommendations raised at the last inspection have been addressed. As a result, the necessary improvement and development of the home have been achieved.

Children have positive experiences of moving into the home. Staff make sure that children have good transitions, which are well planned and supported. As a result, children quickly settle into life at the home.

Children make good progress. Staff work hard to build reliable, attuned relationships that help children feel safe. Children enjoy their time with staff and know that staff care about them. Staff work closely with teachers and therapists. This helps to provide consistency that means children can better engage in school and learning.

Staff complete focused individual work with children about the things that matter to children. For example, staff have helped children to reduce their night-time worries so that they sleep better. This has improved the children's well-being and helped them to focus better on their learning in school. Staff have also helped children to understand current world events. This work has supported children to develop their sense of empathy and self-awareness. In addition, staff's consistent approach to care has contributed to incidents in the home steadily reducing over time.

Staff are clear about what to do if children make allegations. They act in line with policy, even if the allegations are about themselves. The registered manager follows safety procedures, talks with other professionals as needed and investigates these allegations if required. This helps children to be confident to raise any concerns as they know staff will take them seriously. The registered manager has risk assessments to guide staff when they are lone working. All of these factors help children to see the home as a safe place to talk openly about worries.

Managers make clear, child-centered decisions about children leaving the home. They show an insight into their limits about whether they can meet children's needs. When local authorities do not act in a timely way to support children's safety, managers are confident to challenge them to fulfil their responsibilities. For one child, the manager and staff worked incredibly hard to maintain stability in the face of significant challenges. This meant that the child did not have an abrupt, unplanned ending to their placement. This showed a commendable focus on children's best interests and care.

The registered manager and staff are passionate about the children they care for. However, not all staff have completed training relevant to the needs of the children in the home. This is a missed opportunity to enhance staff's knowledge.

The registered manager has monitoring systems to help her maintain oversight of the home. For example, health and safety, including medication administration, is regularly considered to ensure safety. In contrast, oversight of some records has not addressed some language used by staff that is not in line with the underlying ethos of the home. In addition, while the manager ensures that she speaks with staff after incidents, records do not show a reflective challenge to practice. This lack of challenge reduces the opportunities for staff to learn and develop their practice.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/07/2021	Full	Requires improvement to be good

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. (Regulation 13 (1)(a)(b) (2)(c)) In particular, the registered manager must ensure that staff complete training that is relevant to the specific needs of children in the home.	4 May 2022

Recommendation

- The registered manager should ensure that the language staff use in their recording is reflective of the ethos of the home. The registered manager should also ensure that discussions with staff after incidents show the reflective nature of those conversations. (Guide to Children's Homes Regulations, including the quality standards, page 62, paragraph 14.4)

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: David Roach

Registered manager: Lorna Cross

Inspector

Karol Keenan, Social Care Inspector

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