

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: 29 and 30 September 2022

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: 22 March 2022

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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

Since the last inspection, one child has moved into the home and no children have left. There were two children living in the home at the time of the inspection.

Children receive thoughtful care from staff who look after them well and help them to develop. Children told the inspector that they like the home. They feel the staff care for them and they feel safe.

The home environment is welcoming and homely. Staff have recently developed a sensory and games room for children that meets their needs. Staff also help children to personalise their bedrooms. This helps children to feel comfortable, take pride in their surroundings and develop a sense of belonging.

Children make good progress with their education. They have excellent attendance at school and staff act swiftly to address any barriers to learning. For example, when children have disagreements with friends, staff help them to better understand their relationships and develop strategies to manage any difficulties. As a result, children successfully returned to education after the summer holiday.

Staff prioritise children's health needs and support children to attend routine appointments. When needed, the manager seeks specialist health and emotional support for children. This commitment to joint working helps to improve children's physical, psychological and emotional health.

Staff support children to develop hobbies and interests. Staff encourage children to take part in a wide range of activities. These include cinema trips, football, visiting a cat cafe and museums, as well as enjoying a summer holiday.

Planning for children is good. Children's care and behaviour support plans are regularly reviewed with them. As a result, children feel they are involved in their own care. Children's views are also frequently sought by staff and managers about their feelings and day-to-day experiences. This means that children positively influence their day-to-day care.

Staff make sure that children keep in touch with the people who are important to them. They see their friends and family regularly and, when possible, enjoy sleepovers with friends. Staff support these arrangements because they know how important it is for children to develop and maintain relationships with significant people in their lives.

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

Safeguarding practices in the home are effective. Staff understand risks and potential triggers for children. They use this knowledge, along with clear risk management strategies, to promote children's safety and well-being.

Staff respond swiftly to any safeguarding concerns, working with other professionals when necessary. The manager addresses allegations and complaints quickly. She also makes sure that children are updated about the progress of their complaint.. This helps children feel safe and listened to.

Staff manage children's behaviours well and, as a result, incidents in the home have reduced. Staff use proven de-escalation strategies to support children when they are in crisis. This means that physical intervention is only used as a last resort. The registered manager reviews all incidents to identify learning for staff and children. As a result, the manager is confident that interventions are necessary, proportionate and learned from.

Staff are creative when helping children learn how to keep themselves safe. Staff personalise their approach with children, for example using games, which makes the learning more accessible. This shows that staff know the children and understand how to make learning easier and fun.

Children live in a safe environment. Staff carry out regular health and safety checks. Regular fire drills are carried out to ensure that children know how to exit the building safely and quickly in the event of an emergency.

The manager follows safer recruitment principles. As a result, she has confidence that the staff working in the home are safe.

The effectiveness of leaders and managers: good

The manager has clear systems to support her oversight of the care provided in the home. She uses these well. In addition, the registered manager has ensured that all requirements from the previous inspection are now met. The manager and staff have good relationships with other professionals. These professionals speak positively about the registered manager's approach to collaborative working. They also say that the standard of care children receive is excellent.

The manager ensures the staff team is well supported. Staff have regular supervision and annual appraisals that support their development. There are also regular team meetings, and the manager holds reflective discussions after all incidents. These measures help staff to feel supported and develops their practice. They also ensure children receive consistent, good-quality care.

Staff are well trained. As well as mandatory training, staff have been provided with child-specific training. This means that staff have the skills and knowledge to keep children safe.

There is a regular independent visitor for the home who provides useful reports. However, the independent visitor does not routinely gain feedback from professionals. Similarly, the registered manager has not fully considered the views of children, staff, parents and placing authorities in her regular review of the quality of care. These are missed opportunities to strengthen their evaluation of care in 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(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
When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and to inspect the premises of the home and such of the home's records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires. (Regulation 44 (1) (2)(a)(b)) In particular, the provider must ensure that the independent visitor regularly consults with, and gains the views of, children, parents/families, staff and external professionals.	12 November 2022

Recommendation

- The registered person should ensure they consult with children, professionals and staff when carrying out the review of the quality of care. The review should enable the registered person to identify strengths and possible weaknesses in the home's care. The review process should be used as a tool of continuous improvement in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.2)

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: David Roach

Registered manager: Lorna Cross

Inspector

Sonia Sullivan, Social Care Inspector

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