

2655354

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 operated by a private company. It provides care for up to 6 children with special educational needs and/or disabilities.

The home has a school on the same site, which is open to children living at the home and day students. The inspector only inspected the social care provision on this site.

The manager registered with Ofsted in August 2024.

Inspection dates: 24 and 25 February 2026

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	outstanding
---	-------------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 15 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/01/2025	Full	Good
26/09/2023	Full	Outstanding
11/05/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, 6 children were living in the home. Since the last inspection, 3 children have moved in and 2 have moved on.

Children are welcomed into the home with sensitivity and care. Staff make good use of information about each child to help them settle. For example, one child who found it difficult to move between rooms was initially supported to access a smaller area of the home until they felt ready to explore further. Children who have left the home have experienced well-planned, child-centred transitions that aligned with their care plans.

Despite being a large building, the home is welcoming and child friendly. The many recreation rooms are thoughtfully decorated and provide a range of spaces where children can play and relax. A wide range of sensory toys and equipment support children's development. Dedicated areas of the home are used for family time, enabling children to spend meaningful time with people who are important to them.

Children develop positive and trusting relationships with staff. Staff understand children's individual communication needs and preferred methods of expression. They support children to communicate their wishes and feelings, helping to build children's sense of safety and emotional security. Staff make effective use of different communication tools, such as social stories, to help children prepare for change and events, including health appointments.

All children attend school full time and have made progress from their starting points. Staff provide effective support to help children prepare for the school day, ensuring they are well equipped and ready to learn. Strong liaison with education settings promotes consistency and enables early identification when additional support is required.

Children enjoy new experiences that build their confidence and widen their opportunities. Activities are planned carefully so that children's individual needs are not a barrier to participation. For example, one child who finds it difficult to get in and out of a car was able to visit a safari park, reducing the need for transitions while still providing a meaningful outing. This was a positive and successful experience for the child.

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

Risks to children are well understood and managed effectively. Each child has clear, individualised plans that guide staff on how best to support them. This enables staff to provide responsive care that reduces risks and helps prevent incidents.

Staff use professional curiosity and a reflective approach to understand the reasons behind children's behaviours and experiences. Following incidents, staff and the manager

take time to review what happened and identify learning. Where improvements are identified, changes are made promptly to support better outcomes for children.

Physical restraint is only used when necessary to keep children or staff safe. Leaders take a proactive approach to developing staff confidence and skills so that staff understand how to manage challenging situations safely. Records provide clear accounts of incidents and demonstrate strong managerial oversight and reflective practice.

Allegations are managed robustly and in line with clear procedures. Safeguarding agencies are informed promptly, and staff maintain a strong focus on the wellbeing of everyone involved. This helps children to feel safe, listened to and supported.

The effectiveness of leaders and managers: outstanding

The registered manager is inspirational and highly committed to improving the lives of children. She has established a culture of high aspiration, leading the staff team with integrity and purpose. She is supported by a responsible individual who shares her dedication to the home and to achieving the best possible outcomes for children.

The manager has a clear and ambitious vision for the home. Leaders demonstrate a strong commitment to staff development, recognising that investing in the team's skills and confidence directly enhances the quality of care provided. Learning is embedded at team meetings and supervision, creating a culture in which staff reflect on their practice, develop new skills and actively contribute to continuous improvement across the home.

Leaders and managers have established highly effective relationships with partner agencies, resulting in strong multi-agency working. When required, the manager appropriately escalates concerns. For example, when a placing authority failed to implement essential plans for a child, the manager took timely and robust action to ensure the child's needs remained the priority.

Leaders and managers are proactive in ensuring children have access to an independent advocate. Following a delay in planning for one child's reunification, the manager established links with an independent advocacy service to ensure ongoing support for children who need help to share their views, wishes and feelings. This strengthens children's voice and empowerment.

Family members express confidence in the skills and competence of staff and the manager. They feel their children are well cared for and that communication with the home is consistently strong.

No requirements or recommendations were raised at this inspection.

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: 2655354

Provision sub-type: Children's home

Registered provider: Reflexion Care Group Limited

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

Responsible individual: Tracy Francis

Registered manager: Hannah Wood

Inspector

Becky Rutter, 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 looked after children, 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 2026