

# 2671827

Registered provider: Reflexion Care Group Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

A private provider operates this home. It provides care for up to three children with social and emotional difficulties due to past trauma.

The manager has been in post since February 2023 and has submitted their application to register with Ofsted.

### Inspection dates: 1 and 2 August 2023

**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 **good**

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

**Date of last inspection:** not applicable

**Overall judgement at last inspection:** not applicable

**Enforcement action since last inspection:** none

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The home was registered with Ofsted in February 2023. This is the first inspection. Two children currently live in the home.

Managers consider whether children's needs can be met before they move into the home. Staff understand what children need to help them move into the home successfully and children are given a warm welcome by staff who are prepared and ready to care for them.

Children are provided with opportunities to participate in their hobbies and experience new activities. Shared interests between children are explored and encouraged to help build and maintain positive relationships between them.

Children do well at school. One child had been out of education for a significant period of time before moving to the home. Staff have supported them with a staged integration into school life and they now attend school full time and are making good progress.

Children are supported to be healthy. They are registered with health professionals, including doctors and dentists, and they attend regular check-up appointments. Children are supported, when appropriate, to take some responsibility for keeping themselves healthy. This includes arranging their own health appointments.

Children have good relationships with staff. They like the staff and are willing to talk to them and share their wishes and feelings. Staff listen to children and use a variety of ways to ensure that they hear children's views, including weekly children's meetings and formal and informal discussions.

Children's relationships with their families are promoted by staff. Staff help children to stay in touch with their families and people who are important to them. This supports their identity and sense of belonging.

Children's bedrooms are cosy and personalised. However, communal areas, including the dining room and a lounge, are not as homely. Some work is required to ensure that these areas are welcoming and inviting and to ensure that the home is one that children can be proud of.

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

Children feel safe. Staff understand how to keep children safe. Individual risks to each child are well identified and understood by the manager and staff. This knowledge is used to formulate suitable risk management plans for children that staff understand and apply. Incidents are rare. When incidents do occur, staff use their skills in de-escalation to help children manage their emotions.

Children have clear and consistent boundaries, which they respond to well and which contribute to a feeling of security for children. Staff work closely together to apply these consistently to ensure that children feel safe and secure.

There have been no incidents of children going missing from home or incidents requiring the restraint of children. Staff are supported by plans that detail actions to reduce and manage any incidents should they occur. However, one child's plan contains misleading information, which could affect staff using their professional judgement in the event of a serious incident requiring physical intervention to ensure a child's safety.

### **The effectiveness of leaders and managers: good**

The manager has applied to register with Ofsted. They are suitably qualified and experienced. They have a clear vision for the home and aspire to help the children to achieve their full potential.

The manager understands the home's strengths and weaknesses and has plans in place for improvements.

Leaders and managers ensure that there is good communication with professionals and partner agencies to promote the best outcomes for children. Social workers are kept up to date on children's progress and staff advocate on behalf of children, to ensure that their views and feelings are heard. Professionals are complimentary about the care children receive.

Staff feel well supported and well equipped to meet children's individual needs. They have an effective induction and training and supervision to support their development. Specific training for children's individual needs is sourced and arranged promptly by the manager to ensure that staff have the knowledge and skills needed to support children effectively.

The manager has suitable systems in place to review the quality and safety of care. These systems help the manager maintain oversight and keep the responsible individual up to date on developments and changes.

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

### **Recommendations**

- The registered person should ensure that the environment is homely, nurturing and personalised to meet the needs of the children. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 9.9)
- The registered person should ensure that staff are able to use their professional judgement, supported by their knowledge of each child's risk assessment, when deciding whether a restraint is proportionate to manage an immediate risk. The child's risk assessment documentation should be clear and easy for staff to understand. ('Guide to the Children's Homes Regulations, including the quality standards', page 48, paragraph 9.53)

### **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:** 2671827

**Provision sub-type:** Children's home

**Registered provider:** Reflexion Care Group Limited

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

**Responsible individual:** Craig Wilson

**Registered manager:** Post vacant

## Inspector

Tara Lovatt, Social Care Inspector

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