

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. The home provides care for up to three children with social and emotional difficulties.

The manager registered with Ofsted in October 2025 and is suitably experienced.

Since the last inspection, one child has moved out of the home, and one child has moved in.

Inspection dates: 3 and 4 November 2025

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: 12 November 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/11/2024	Full	Outstanding
01/08/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, two children were living at the home. One child spoke to the inspector, and he said that he likes living at the home and feels safe and supported by staff.

Since the last inspection, one child has moved into the home. This move was well planned. The manager considered risks, previous experiences, and likes and dislikes. The child has settled very well. However, processes to support the child who moved out of the home were not followed. One child moved out of the home earlier than planned due to escalating risks. At the time of the inspection, there were no records to demonstrate how the child was supported to move to their new home. In addition, it was not clear if any learning had been identified by the manager in charge at the time. This does not support children's well-being or ensure positive endings.

The children are attending school full time and making progress. The manager and staff work collaboratively with teachers, and together they support children to achieve their goals.

Children build trusting relationships with staff. Activities are planned in line with children's interests, such as swimming, trips to theme parks and holidays to the coast. In addition, staff decorate the home to encourage children to celebrate seasonal festivities. As a result, children have fun.

Children are in good health. They are supported to attend routine appointments and receive therapeutic support. Staff advocate effectively on behalf of children when they identify areas that require additional support. This ensures that children's physical and emotional health is promoted.

Staff understand children's care needs and experiences well. However, written plans do not record children's set targets, and children are not encouraged to contribute to their written plans. Furthermore, when children choose not to attend review meetings, staff do not seek their views and wishes. This compromises the children's ability to reflect on their progress and influence their experiences.

The staff provide children with a comfortable and calm environment. There are several photos of the children on display, and the children decorate their bedrooms and the communal spaces. There is a happy and relaxed atmosphere, with group conversations and staff supporting children to complete their homework.

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

The staff and manager have a good understanding of children's vulnerabilities, risks and needs. Children have written risk assessments, which are clear and identify known

support strategies. This, combined with consistent routines and staff's vigilance, helps to reduce risks for children.

Incidents are rare. Since the last inspection, there have been no incidents requiring the need for physical intervention. In addition, there have been no incidents of children going missing from the home.

Staff's approach to behaviour management is good. Staff use reflective discussions to educate children and to encourage alternative behaviours. In addition, children are supported to complete appropriate online courses. This means that children have an improved awareness of dangers and are provided with the tools to make good choices.

Children do not receive consequences. They benefit from a reward system that celebrates their achievements. This approach has been successful in strengthening relationships at the home.

The external doors are alarmed during the day and night to alert staff if children leave the home. The manager has failed to ensure that children have been consulted about this measure. During the inspection, the manager said that he would consider children's views and ensure that personal plans are clear.

Children live in a safe and well-maintained home. Regular health and safety checks take place. Staff have created a picture sheet to explain what to do in the event of a fire. This helps the children to become familiar with the procedure should an emergency occur.

The registered manager ensures that staff who are recruited are subject to all the necessary checks to ensure that they are safe adults to work with the children.

The effectiveness of leaders and managers: good

There have been changes to the home's management team. The registered manager left the home on 31 January 2025, and several staff members left shortly after. A new manager has been registered with Ofsted since 29 October 2025. Staff and external professionals spoke highly of the manager, describing him as supportive and having good communication skills.

Staff are positive about working at the home. Regular team meetings and staff supervision meetings take place to encourage learning and to enable staff to reflect on their practice. This supports continuous development and coordinates care.

Staff have completed mandatory training. The manager has reviewed staff training and children's specific needs and has identified further training for staff to complete. This supports staff to improve their skills and knowledge.

Record-keeping for one child, who had moved out of the home, was not in good order. During the inspection, documentation was not easily accessible, which means that

progress for this child was not clear. Furthermore, should the child request to see their records to make sense of their time at the home they would not be readily available. The manager had identified this shortfall, and a new archiving system had been introduced. This work remains ongoing at the time of this inspection.

The manager has good oversight of the home and has created monitoring systems to ensure a prompt response to shortfalls in practice. The manager is motivated to address areas of development and is aspirational for children's outcomes.

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, The 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 children's views, wishes and feelings standard is that children receive care from staff who— take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to prepare for any review of the child's relevant plans and to make the child's views, wishes and feelings known for the purposes of that review. (Regulation 7 (1)(c) (2)(a)(vi)) This particularly refers to the manager ensuring that staff support children to understand their care plans and prepare for their reviews.	23 December 2025
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to— manage and review the placement of each child in the home. (Regulation 14 (1)(a)(b) (2)(b)(ii))	23 December 2025

This particular refers to the manager ensuring that staff help and prepare children to move from the home. Furthermore, the manager should ensure that children's written plans contain all known targets.	
The registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children. (Regulation 24 (1)(a)) This specifically relates to ensuring that door alarms are only used as set out in a child's agreed risk assessment and that children's wishes are considered.	23 December 2025

Recommendation

- The registered person should ensure that case records are in good order and easily accessible should the child wish to access them in the future. 'Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.3)

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: George Turner

Inspector

Sophie Hills, Social Care Inspector

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