

2800240

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. It is registered to provide care for up to three children who may have experienced social and emotional difficulties, and children with learning disabilities. Three children were living in the home at the time of the inspection. All children contributed to this inspection.

The home was registered with Ofsted in October 2024. This is the home's first inspection. The registered manager is suitably qualified and experienced. He has been in post since the home opened. The manager also manages another children's home for the same organisation.

Inspection dates: 14 and 15 May 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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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	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are making remarkable progress from their starting points. One child commented that they never want to leave. A child's parent said, 'One hundred percent happy with the care. Can't fault it. The progress [child's name] has made over the last six months is brilliant, she is oozing with confidence.'

The atmosphere in the home is lively and fun with children at the heart. There is a strong sense of the children within the home and lots of touches create a homely feel. Children's personalities are reflected, and their toys, drawings, photographs and belongings are scattered throughout. This helps children to feel valued and promotes a real sense of permanence and belonging.

Children's experiences are extremely positive. Good care planning means that children settle quickly. Children are thriving due to the highly individualised care and the nurturing relationships they share with staff who understand their needs extremely well. Children's relationships with staff are filled with emotional warmth and good humour. This helps children to make significant progress in their emotional and social well-being. Children are supported to develop a language to describe and label their emotions. As a result, one child has made safe and appropriate friendships. This is an amazing achievement.

The admission of children into the home is well thought out. Staff acted quickly to reduce the children's anxieties and minimise the impact of this change when two children moved in at short notice. This included buying new pyjamas and toys for the children. The child already living in the home was excited about the new children moving in and welcomed them by showing them around and giving them gifts. Managers also improved the children's guide to ensure that younger children can understand it. The guide has been shared widely within the organisation.

Children's voices are central to the home. Staff skilfully explore children's views, wishes and feelings in imaginative ways. This helps children to feel heard and supports them to navigate complex feelings and situations, such as starting to attend new activity clubs and exploring gender. One child writes letters to the staff about their feelings and experiences of living in the home. The child is proud of the letters and likes them to be on display for everyone to see.

Children have ample opportunities to experience a range of new things. They enjoy new activities and pursue their own interests. One child has learned to swim, and another child enjoys being responsible for developing and tending to the home's vegetable patch. This is a hobby discovered and nurtured by staff. These experiences are promoting self-worth and confidence in the child's own abilities.

Children are making significant educational progress. Education and learning are held in high regard by the staff, who share a belief that all children can achieve well in life. Staff support children to follow healthy routines about school attendance and home learning. As a result, one child's school attendance has improved from 13% to 100%. The child is proud to wear their school uniform and now loves learning. One child's headteacher said, 'The turnaround is amazing. The difference the staff are making is remarkable and transformational.' This is testament to the positive relationships in the home and how these have made a meaningful difference in children's lives.

Staff actively support children to make plans to develop relationships with people who are important to them. One child has formed a new connection with a family member. This has a very positive impact on the child's well-being, and their sense of identity is growing.

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

Children feel safe. Their safety is prioritised by staff who understand their roles and responsibilities to protect children. As a result, safeguarding incidents are rare. Nonetheless, clear safety plans are in place and staff remain vigilant to any indicators that children may be at risk of harm.

As a result of positive and trusting relationships between children and staff, it is rare for incidents to escalate to the point when physical restraint is required. This has happened once in seven months. Conversations with the child helped managers to gain the child's perspective of what was happening for them at that time and relationships were repaired quickly. This contributes to the child's sense of security.

Positive behaviour is promoted, and children respond well to the daily routines in the home. This consistency provides stability. Staff look beyond presenting behaviours and see these as a form of communication. The few incidents that have happened have been managed well. Staff have a nurturing approach, and records maintained are scrutinised by managers. Following incidents, staff and children are spoken with. Together, they reflect on how things could be managed differently in the future.

A safeguarding incident relating to the unsafe use of a mobile phone left a child vulnerable to harm. The vigilance of staff identified this concern promptly. Safeguarding processes were followed, and information was shared with external safeguarding professionals. Collaborative working with safeguarding partners increased the safety of children and no further incidents have occurred. Important discussions and workshops were held with the child to educate them about risks and dangers to increase their knowledge and safety.

Children's worries are listened to. When a child made an allegation about the conduct of a staff member, their concerns were taken seriously. A thorough investigation took place, and the outcome of the investigation was shared with the child.

The effectiveness of leaders and managers: outstanding

The home is led by a child-focused and experience manager. He is supported by a dedicated deputy manager. Together, they are a formidable team. They take pride in their roles, and they have high aspirations for children. They are strong role models for the staff and continually lead by example. There is a real sense of togetherness. This provides a supportive environment for children to grow and flourish.

The culture of the home is characterised by striving to achieve positive outcomes for children. Managers create an environment where staff work confidently with high levels of autonomy. This drives a culture of professionalism and provides exceptionally high standards of care for children.

Management oversight of the home and children's care is excellent. Managers have a solid understanding of the home's strengths and areas for development, which enables them to gain a well-rounded view of the children's experiences and progress. This is reflected in the registered manager's comprehensive quality of care review.

The staff speak very highly of the management team. They feel well supported and are motivated to provide high-quality care for children because they feel valued and respected.

The home's therapeutic model of care is fully understood and underpins practice. There is a continual focus on reflection and learning to understand children's behaviours to help them to feel secure, understood and move on from previous trauma. This approach is significantly supporting children's development.

Staff speak positively about their supervision sessions. Team meetings take place, which provide staff with opportunities to share information and generate new ideas. Staff have access to a wide range of training, which ensures that they care for the children well. Staff training is specific to the needs of the children.

The manager is always looking for ways to improve practice, which is informed by research. This ensures that the service is evolving in line with emerging theoretical approaches and best practice. This supports children's progress, as well as the knowledge and skills of the staff. In addition, the manager has redeveloped the staff interview questions for the organisation, which are widely used. This supports staff retention.

Managers are excellent advocates for children. They support children to engage with independent advocates to ensure they are listened to. Decisions are challenged when decisions made about the children by external professionals are not made in the children's best interests.

Feedback from professionals is incredibly positive. They describe the quality of care provided to children and communication with the home as 'exceptional' and 'amazing'.

No requirements or recommendations were made 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: 2800240

Provision sub-type: Children's home

Registered provider: Reflexion care group limited

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

Responsible individual: Gary Johnson

Registered manager: Lewis Clowe

Inspector

Amy Richards, Social Care Inspector

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