

SC366107

Registered provider: Reflexion Care Group Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned home. The home provides care for up to three children who have social and emotional difficulties and who may also have a learning disability. The company has its own school and a therapeutic team.

The manager post has been vacant since November 2021.

Inspection date: 3 February 2022

Date of last inspection: 20 October 2021

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has improved effectiveness.

The home does not currently have a registered manager. There are no plans to recruit a new manager as the home is due to close in March 2022. As an interim arrangement, the deputy manager oversees the home on a day-to-day basis. The deputy manager is supported by an experienced manager from another home as well as the responsible individual. Despite the lack of a permanent manager, the interim management arrangements have been successful, and staff say that they are well supported.

The deputy manager is effective in her oversight of the home. The deputy manager and staff ensure that children's files are organised and up to date. This means that there is now a clear record of the progress that children have made and the areas of further development. Well-informed care, behaviour, health and risk management plans mean that staff are provided with the guidance they need to promote children's welfare and keep children safe.

The same children, who lived at the home at the time of the last inspection, continue to live in the home and are settled. Staff have worked hard to provide children with individualised care and support. This is helping children to make progress.

Children's attendance and attainment at school have improved. Staff have been successful in embedding an ethos of learning and celebrate educational achievements made by children. Because of this, one child is on target in achieving his GCSEs, and another child has been receiving awards from his school for the exceptional improvement he has made in his subjects. This shows that children are being supported with their education and thriving at school.

Children's relationships with staff and peers have improved. One child shared that he likes the staff, and another child shared that staff have helped him with his behaviour at home and school. Furthermore, both children spoke positively of living together and shared that they know staff would intervene if there were any concerns.

Staff reflect on incidents in the home and use any learning to improve how they support children. Staff have a good understanding of what may upset or worry children. Staff support children to express themselves in ways that do not cause harm to themselves or others. As a result, the use of physical intervention has reduced, as have incidents of missing from care and self-harm.

Professionals speak positively of the deputy manager and her staff team. One social worker shared that the behaviour of the child has improved because staff have instilled a process of consequential thinking for him. This has allowed him to develop positive relationships with staff. Another social worker shared that communication with the deputy manager is good and he is made aware of what staff are doing to support the child. As a result, partnership working with external agencies is effective and this provides children with a positive experience of living in the home.

Senior managers take immediate action when there has been poor staff practice and carry out an internal investigation. Managers share the findings with the local authority designated officer and make a referral to the disclosure and barring service. Children and their social workers are kept informed of outcomes of these investigations when there have been concerns shared by them. This means that poor practice is challenged, children are listened to and safeguarding arrangements for children are effective.

Since the last inspection, a new independent visitor has been appointed. When a recommendation is made from the independent visitor, the deputy manager ensures that this is promptly addressed. The deputy manager and responsible individual have an in-depth understanding of the areas of strength and weakness and they know what they need to do to address the shortfalls.

Staff vacancies have meant that, on some days, more than half of the staff on duty have been non-permanent staff. One child told the inspector that he finds this disruptive. The deputy manager is working hard to minimise the impact that staff changes have for the children. For example, when non-permanent staff are used, she tries to use the same staff so as to minimise the disruption that this causes for children.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/10/2021	Full	Requires improvement to be good
15/01/2020	Full	Outstanding
21/01/2019	Full	Outstanding
20/02/2018	Full	Outstanding

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

Recommendations

- The registered person should ensure that more than 50% of staff on duty are permanent members of the team, to care for children. ('Guide to the children's homes regulations, including the quality standards', page 54, paragraph 10.17)

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: SC366107

Provision sub-type: Children's home

Registered provider: Reflexion Care Group Limited

Registered provider address: Reflexion Care Group Ltd, Fitzroy Academy,
Cruckton, Shropshire SY5 8PR

Responsible individual: Craig Wilson

Registered manager: Post vacant

Inspector

Sam Dulay-Kainth, Social Care Inspector

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