

Inspection report for children's home

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|--------------------------------|-----------------|
| <b>Unique reference number</b> | SC376719        |
| <b>Inspector</b>               | Rebecca Quested |
| <b>Type of inspection</b>      | Interim         |
| <b>Provision subtype</b>       | Children's home |

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|----------------------------------|--------------------------------------------------------|
| <b>Registered person</b>         | Reflexion Care Group Limited T/A New Reflexions        |
| <b>Registered person address</b> | Black Birches Hadnall SHREWSBURY Shropshire<br>SY4 3DH |
| <b>Responsible individual</b>    | Gregory Duncan Watson                                  |
| <b>Registered manager</b>        | Claire Louise Peate                                    |
| <b>Date of last inspection</b>   | 09/12/2014                                             |

|                                          |            |
|------------------------------------------|------------|
| <b>Inspection date</b>                   | 04/03/2015 |
| Previous inspection                      | good       |
| Enforcement action since last inspection | none       |

## This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **sustained effectiveness**.

The previous inspection in December 2014, made two recommendations. These related to some areas of the home which required re-decoration and the inclusion of feedback by the Registered Manager to issues raised during young people's meetings. Both of these recommendations are met and demonstrate the development of the quality of care within the home. The Registered Manager regularly monitors the care provided and ensures that it develops to meet young people's needs and promotes their welfare.

Young people's attendance at school is good and they are making progress. Some are working towards public examinations and staff support and encourage extra lessons and revision. Those who have required staff support within education become more settled and are able to attend school without support every day and achieve their potential.

Staff are proactive in promoting young people's engagement with activities in the community such as scouts, horse riding, dance classes and cadets. They develop new skills and grow in self-confidence. Young people benefit from appropriate contact with their families which is well supported by staff. This enables young people to improve their knowledge of their identity and improve their emotional resilience. Staff support young people as they move towards independent living with the development of skills in cooking, budgeting and travelling on public transport. Consequently, they make progress in developing life skills.

Staff work effectively with stakeholders, including families, to improve outcomes for young people. They have positive relationships with schools and therapists and this contributes to young people's consistent care. Staff have positive relationships with the police which would ensure a rapid response if young people went missing, however, they do not. The Registered Manager investigates allegations of harm

quickly and fairly. This ensures young people's welfare is promoted. An independent reviewing officer said: 'the support and excellent inter-agency approach has only benefitted my young person in all areas of their care.....the school/home relationship and joint working is exemplary.'

Staff have detailed understanding of young people's behaviour and are able to develop highly personalised plans which take account of individual differences. The incidence of the use of physical intervention has reduced and young people develop improved strategies to manage their behaviour. Young people feel safe and can identify trusted adults who they would approach to discuss any problems. They have confidence that the Registered Manager deals with their complaints promptly and effectively. A young person said: 'staff are good at keeping me safe.'

## Information about this children's home

This home is one of several homes in the area, operated by a private company. It provides care and accommodation for up to two young people with emotional and behavioural difficulties. The company has its own school for children not attending mainstream education provision, and can also offer weekly therapy.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 09/12/2014      | Full            | good                 |
| 26/03/2014      | Interim         | good progress        |
| 19/12/2013      | Full            | good                 |
| 05/12/2012      | Interim         | good progress        |

## **What inspection judgements mean**

At the interim inspections we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

## **Information about this inspection**

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.