

Inspection report for children's home

Unique reference number	SC376719
Inspector	Carole Moore
Type of inspection	Full
Provision subtype	Children's home

Registered person	Reflexion Care Group Limited T/A New Reflexions
Registered person address	Black Birches Hadnall SHREWSBURY Shropshire SY4 3DH
Responsible individual	Gregory Duncan Watson
Registered manager	Claire Louise Peate
Date of last inspection	26/03/2014

Inspection date	09/12/2014
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Previous inspection	good progress
Enforcement action since last inspection	none

This inspection	
Overall effectiveness	good
Outcomes for children and young people	good
Quality of care	good
Keeping children and young people safe	good
Leadership and management	good

Overall effectiveness

Judgement outcome	good
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Young people receive a very good standard of care from a focused and committed staff team. The staff know each young person extremely well and use this knowledge to inform highly personalised placement plans. The Registered Manager has a good understanding of the strengths and weaknesses of the home which enables her and the staff to continually strive for further improvement.

Young people grow in confidence and feel secure in this placement. The strength of relationships between young people and the staff team provides a sound platform to discuss any problems and worries. Individual support and the promotion of education are particular strengths as the manager and staff team communicate positive aspirations for the young people in their care.

Social workers, independent reviewing officers and school staff report positively on this home and the progress young people make. professionals feedback that , 'There is careful and meticulous planning and communication is fantastic.'

The manager has a development plan to maintain the strengths of the home and tackle areas of weakness. Shortfalls from this inspection relate to record keeping following consultation with young people and tackling some tired areas in the décor of the home.

Full report

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
26/03/2014	Interim	good progress
19/12/2013	Full	good
05/12/2012	Interim	good progress
02/08/2012	Full	good

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

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- ensure that the home provides a comfortable and homely environment and is well maintained and decorated. This relates to redecorating the hall stairs and landing and removing the mould from the young people's bath/shower room. (NMS 10.3)
- ensure children understand how their views have been taken into account, and where significant wishes or concerns are not acted upon, they are helped to understand why. This particularly relates to the recording of such activity.(NMS 1.2)

Inspection judgements

Outcomes for children and young people **good**

Young people make good progress, building their confidence and self-esteem through the support provided by staff on a daily basis. They thrive in an emotionally warm and positive environment that offers consistent boundaries. Young people are valued and cared for and have good relationships with the majority of the care staff. Social workers report that young people continue to make good progress.

Individual health needs are assessed and met. All young people are registered with community-based health services to access day-to-day support. Young people are also able to access the child and mental health services to address any emotional health difficulties. An in house clinical psychologist is available to young people as soon as they are ready to engage to address any current or past difficulties. This enables a prompt response to meet young people's needs. Young people eat healthily and take exercise and they usually follow the advice of staff so that they live healthy life styles.

Young people continue to maintain good attendance in school and mostly enjoy their experience. For some young people this amounts to substantial progress and demonstrates progress in relation to social skills and managing anxiety and anger. A head teacher said, 'In spite of some very complex difficulties the young person has 100% attendance and is making steady progress.'

Participation with youth and community groups is improving. Young people maintain regular attendance where they develop new skills and form friendships outside of the home. Engagement with community activities provides an interest for young people and is reducing their involvement in risk taking behaviour.

Young people participate in age-appropriate chores around the home, developing basic skills that will help them in the future. For example, they help to keep their bedrooms clean and tidy, prepare food, set the dining table before meals and clear away afterwards. As young people approach 16 years of age they can receive an allowance to purchase and cook their meals and take more responsibility for themselves. The level of support provided by staff to help prepare young people for independence is effective.

Quality of care **good**

Young people enjoy good relationships with staff. Staff deliver bespoke care packages for young people that reflect their individual needs and personal targets. Placement plans are supported by effective individual behaviour plans and risk

assessments. The content of these plans are regularly reviewed and discussed with young people and their families, when appropriate. Young people participate in regular one-to-one sessions to identify their needs, monitor their progress and celebrate their achievements. This means that young people are fully involved in the care planning process because their views and opinions are incorporated into daily support plans. One young person said, 'Staff always listen and are there for me.' As a result, young people are included in decisions about their day to day experiences and future.

Staff have a good understanding of the young people's individual needs. With this knowledge they encourage young people to aim high, reach goals and pursue new interests. Young people benefit from the quality of the relationships they have developed with caring members of staff. Staff demonstrate a high level of emotional warmth in their interactions with young people. This level of support helps to minimise the anxieties of young people and so helps their social and emotional development.

Weekly young people's meetings take place which allow young people to play an active role in the decision making within the home. They are given every opportunity to talk about both the good things that happen as well as the difficulties they may have experienced during the week. It is unclear from the records of these meetings as to how young people receive feedback about any of their suggestions. This could result in young people not being entirely sure that their views have been listened to and that their views are important. Young people know how to use the complaints procedure. Records confirm that young people have expressed their dis-satisfaction on occasions and such concerns have been responded to swiftly.

Young people are encouraged to keep good levels of contact with family and friends. All young people's contact arrangements are fully detailed and agreed in their placement plans. The safety of young people and their welfare is always promoted. Young people benefit from direct face-to-face visits and telephone calls. Parents are encouraged to visit the home. As a result, this helps to maintain continuity of all relationships in young people's lives in order to maintain their identity.

Young people live in a homely and comfortable environment that is decorated and furnished to a reasonable standard. Each young person has their own bedroom which they are happy with. They are supported to personalise their bedrooms which helps to reflect their individual identities and personalities. There is a programme of maintenance within the home, but the hall, stairs and landing require attention as well as the upstairs shower room.

Keeping children and young people safe **good**

Young people are safe in the home and say they feel safe. Young people said, 'Staff keep me safe.' Staff ensure that detailed individual risk assessments are in place to protect young people from harm and promote their welfare and safety. The Registered Manager has established effective partnership arrangements with local police, schools and safeguarding teams. This means that risk assessments for young people are formulated in consultation with all relevant agencies. As a result, young people benefit from a comprehensive and consistent approach to managing their risk taking behaviours. Personalised plans identify individual risks and detail the actions required of others which help to reduce the impact of risks to young people.

The home has a clear safeguarding policy, robust procedures and the staff receive regular safeguarding training. Staff are fully aware of the action they should take in the event of a disclosure from young people. The manager ensures that all the relevant agencies are informed of any safeguarding issues. This means that young people are fully supported and protected.

The home is physically safe and secure. It is well maintained and regular safety checks ensure that equipment and utilities work safely. Fire prevention equipment is in place and serviced according to professional guidance. Internal fire drills and fire equipment checks are regularly undertaken to ensure everyone can respond appropriately in an emergency.

There has only been one missing from care since the last inspection. Staff are familiar with the steps to take when such events occur and work closely with the placing authorities and the police to promote young people's safety and encourage their return to the home swiftly. When young people do return, they are encouraged to discuss with staff, or their social worker, the circumstances of their absence and to consider the risks associated with their behaviour. This helps to further safeguard young people from harm.

Young people understand the rules of the home and they feel that the staff are very fair and reasonable when it comes to helping them with their behaviour. Young people receive lots of rewards and praise. Restraints and sanctions are used as and when appropriate. When used, clear records are maintained and the views of young people are sought and recorded. Monitoring of restraints is good. Each incident involving a restraint is reviewed by the staff team and they look to see how best to prevent incidents escalating in the future.

Recruitment practices are robust ensuring unsuitable adults do not work with young people.

Leadership and management

good

The manager and staff make up an experienced residential team. Together in this home they provide a good quality of care to young people with complex needs. The manager has several years experience of managing this children's home and holds appropriate qualifications in management.

Collectively the team members are very experienced in residential care. They continue to develop their skills through regular supervision, team meetings, and access to a good training programme. The staff team are enthusiastic about their work and demonstrate a commitment to helping young people in achieving good outcomes. There is a breadth of knowledge and skills amongst the staff team, all are either suitably qualified to level three in social care or are enrolled on the diploma. The staff team continually reflect on practice to ensure the best outcomes for young people. All staff feel really well supported and new staff feel well prepared for their role. Appraisals take place yearly and staff benefit from this process in terms of their overall professional development.

Through monitoring the quality of care and systems operating in the home, the manager has a good grasp of the strengths of the service and areas for development. Shortfalls identified through the monitoring process are immediately addressed. The manager provides three monthly summaries to Ofsted; these reports are lengthy but demonstrate the analysis of information and any action taken as a result.

The staff group have developed good relationships with key agencies such as, health services, schools, the police and the local community. This collaborative approach ensures that young people receive good support to meet their individual and often complex needs. Social care professionals report positively on this home and how the staff team are child focused. Feedback is sought directly from parents and professionals through use of a questionnaire., The responses to date are complimentary about the quality of care provided.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

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.