

SC376719

Registered provider: Reflexion Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private company. It is registered to provide care and accommodation for up to two children aged eight to 18. Children may have faced adverse childhood experiences, trauma and placement and family breakdown. The organisation also provides a therapeutic service that is based on attachment theory.

The current manager registered with Ofsted in October 2012.

Inspection dates: 12 to 13 November 2018

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 25 January 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/01/2018	Full	Good
01/02/2017	Interim	Sustained effectiveness
02/11/2016	Full	Outstanding
03/03/2016	Interim	Sustained effectiveness

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, 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 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; and the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24 (1)(a)(d))	31/01/2019

Recommendations

- Ensure that records are kept detailing all individual incidents when children go missing from the home (regulation 36 (schedule 3(14))). Evaluation of missing incidents should be undertaken to identify any gaps in training, skills or knowledge for staff or to record and retain evidence of what worked well. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.31)
- Ensure that the registered person undertakes a review that focuses on the quality of the care provided by the home, the experiences of children living there and the impact the care is having on outcomes and improvements for the children. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 15.2)
- Ensure that the review enables the registered person to identify areas of strength and possible weakness in the home's care, which will be captured in the written report. The report should clearly identify any actions required for the next 6 months of delivery within the home and how those actions will be addressed. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 15.4)

Inspection judgements

Overall experiences and progress of children and young people: good

Children make good progress in the home because their day-to-day experiences are positive. Staff consistently deliver nurturing care and support. They concentrate on children's individual needs but also consider group living dynamics. This enables children to focus on their own development as well as recognising the affect that their actions may have on others.

Relationships between children and staff are extremely positive. Through these relationships, staff help and encourage children to express their views, wishes and opinions. Staff incorporate these into internal care plans. These also reflect the aims and objectives of the placing authorities. This collaboration means that children are involved in decisions about their care and they have a clear understanding of their progress.

Staff continually emphasise the importance of education. They use one-to-one sessions to help children to understand how good attendance and attainment supports their development. One child said, 'I do like school. It was weird at first, but I do like it now most of the time.'

Children benefit from easy access to all necessary services to meet their physical and emotional health needs. This includes working with specialist therapists when appropriate. This approach helps children to understand their past experiences and to learn to safely express their emotions.

Staff encourage children to take part in new activities to develop their hobbies and interests. Children participate in an exceptionally wide and varied range of social activities and leisure pursuits. As a result, they learn new skills and make new friends. This helps children to grow in confidence and self-esteem.

Children regularly spend time with their families when this is appropriate to their needs and personal circumstances. Staff understand how important these relationships are to children's social and psychological well-being. Consequently, they provide children with practical and emotional support that helps them to build positive family relationships.

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

Children are safe because managers and staff are extremely competent in identifying and managing risks. They work in partnership with placing authorities to develop comprehensive risk assessments. This leads to a proportionate and consistent approach to managing incidents of unacceptable or anti-social behaviours. Nevertheless, risk assessments do not include a rationale for the use of bedroom door alarms. This level of monitoring does not necessarily reflect children's actual risks and may infringe on their privacy.

There are very few occasions when children go missing from the home. Staff work with

police teams, placing authorities and children's families to quickly locate children. Their actions take account of any increased risk factors such as child sexual exploitation. However, staff do not make sure that records of these events provide a clear chronology of the episode. This limits the registered manager's ability to fully evaluate these incidents or identify any areas for improvement.

Staff are trained to use physical restraint. Incidents that warrant restraint are extremely rare. This is because children benefit from a programme of personalised incentives, rewards and restorative sanctions. Staff use their de-escalation skills to help children to find alternative ways of managing their frustrations. This means that restraint is a last resort to prevent significant harm to children or others.

Children know how to make a complaint. They are confident that the registered manager will quickly address any concerns that they have. One child said, 'She always listens and makes sure things are sorted out properly.' This culture of transparency helps to protect children from harm.

Managers and staff regularly complete safeguarding and child protection training. This includes information on how to refer and manage allegations, and how to support children during investigations. All allegations of abuse or harm are quickly investigated. This good practice promotes children's safety.

Children live in a warm, welcoming and comfortable home. The environment is safe and well maintained. Staff complete health and safety checks and quickly address any concerns.

Staff recruitment is safe. The registered manager makes sure that she completes and verifies necessary checks to confirm the suitability of staff to work with children. This helps to protect children from possible harm or abuse.

The effectiveness of leaders and managers: good

The registered manager has the skills and experience necessary to effectively manage the service. She holds suitable qualifications. Her vision for the home is aspirational and focuses on children's individual needs, their progress and their happiness.

The registered manager uses a range of internal audits to monitor children's progress. However, these do not enable her to identify any tangible connection between children's progress and the quality of care provided by the service. The quality of care report lacks a distinct evaluation of service strengths and potential weaknesses. Action plans do not clearly demonstrate how the registered manager, or others, will address shortfalls, or the timescales for doing so.

Staff receive regular, practice-related supervision. Most staff hold relevant qualifications for their role, and those who don't are working to achieve these qualifications. The registered manager closely monitors staff practice to continually assess their performance. This ensures that children continue to receive good-quality care.

Internal training courses are role-specific and reflect children's needs. Managers encourage staff to regularly refresh these courses to keep their knowledge up to date. This means that staff have the skills and competencies necessary to help and support children.

Partnership working between the registered manager and external agencies is positive. These relationships are professional and effective. They ensure that children benefit from integrated care and support. When necessary, the registered manager confidently challenges others if their actions fall short of acceptable standards. Consequently, children make good progress.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: SC376719

Provision sub-type: Children's home

Registered provider: Reflexion Care Group Limited

Registered provider address: Black Birches, Hadnall, Shrewsbury, Shropshire SY4 3DH

Responsible individual: Amanda Clarke

Registered manager: Claire Peate

Inspector

Jo Stephenson, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: <http://www.gov.uk/ofsted>

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