

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 for two children who have experienced trauma or neglect. Two children were living in the home and were spoken to as part of the inspection.

The manager registered with Ofsted on 16 September 2024. She holds a level 5 diploma.

Inspection dates: 18 and 19 March 2025

Overall experiences and progress of children and young people, taking into account	good
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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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 18 March 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/03/2024	Full	good
28/02/2023	Full	good
05/01/2022	Full	outstanding
19/11/2019	Full	outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Two children were living at the home at the time of inspection. Two children have moved on and two children have joined the home since the last inspection. The needs of children are fully considered when they move in or leave the home. Planned introductions ensure that children experience a planned and settled move and receive a warm welcome when they arrive at the home.

When children move on, they are supported where possible to visit their new home and have a clear plan before moving. The manager is a strong advocate for children and will challenge local authority plans when she feels they are not in the best interest of children.

The children living in the home are thriving at school. Both children have moved some distance from their placing authority so have joined new schools since moving in. Children have received carefully planned inductions and have settled well in their new schools.

Attendance levels are high and strong partnership working between the staff and children's schools has ensured effective support for the children. One child is using symbols at school to support communication. A joined-up approach between staff and teachers has meant a consistent approach to communication. This has improved the child's understanding around processing information and communicating decisions.

Children are in good health and access local services. Staff members talk to the children and encourage an open culture of discussion, information-sharing, advice and support to help children develop resilience and a greater sense of independence. One child has joined the home who vapes, and it is agreed by the placing social worker that this is permitted. Staff do not encourage or support vaping and follow an agreed protocol in place. However, there have been missed opportunities to offer advice and guidance around the risks of vaping to help the child understand more about these and try to stop vaping.

Children are encouraged to have hobbies. When children express an interest in exploring new activities, they are supported. Staff strive to find new opportunities for the children to support their social development and build self-esteem. One child's artwork is framed and displayed around the house. The same child has been provided with a bike and enjoys accessing trail rides. Various leisure activities are enjoyed by children and a holiday has been planned for the Easter break.

Relationships important to children are maintained and supported. Children travel to their hometowns regularly to spend time with family and friends while retaining links in their local communities. One child will be moving on shortly and so, in accordance with their plan, the manager has arranged for the child to travel back home to spend an

increasing amount of time in their community. Children feel supported and prepared for their next steps when they leave the home.

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

Staff understand children's behaviours and vulnerabilities. They implement strategies to support children and as a result, the children are kept safe. Positive behaviour is rewarded, and consistent boundaries are implemented by staff. This approach is effective and as a result, serious incidents in the home are rare.

When incidents do occur, staff respond proportionately and consider the reasons behind the behaviour. Risk assessments are kept under review to ensure that information to support the child is reflective of their current needs and that all staff follow a consistent approach.

Staff are trained to de-escalate situations in the home with a range of strategies. They understand how best to support children and detailed behaviour management plans ensure a consistent approach across the staff team. There have been no episodes of physical intervention since the last inspection.

There have been four episodes of children going missing from care since the last inspection. Each child has a plan for staff to follow should a child go missing from home. Staff adopt a well-coordinated approach when children go missing. Reporting and recording are detailed, and both the manager and responsible individual have timely oversight of all incidents. In one of the incidents, a shortfall in supervision resulted in the child going missing from the home. A prompt overview and reflection with staff ensured this was an isolated incident.

Children receive good support to learn about how to stay safe online. Well-trained staff have important conversations with children to educate and inform them about social media and online risks. Internet filters are installed at the home so that internet use can be managed effectively and children safeguarded. Staff are not risk-averse, and they have taken a proportionate approach tailored to the age and needs of each child. Children have developed skills appropriate to their age to navigate their online activity safely.

The effectiveness of leaders and managers: good

A child-focused manager leads the home. She has an excellent understanding of the children's experiences, needs and risks.

The home is adequately staffed to meet children's needs. Safer recruitment processes are followed. When needed, bank staff or staff from neighbouring homes in the organisation come to support the children. As a result, children are cared for by staff they know and trust.

Staff feel well supported. They receive regular high-quality, reflective supervision and an annual appraisal, and additional support is provided through monthly team meetings. Development plans form part of the appraisal process to develop and enhance skills and knowledge among the staff team.

All staff receive relevant training so that they deliver care to children in line with the home's statement of purpose. Additional child-specific training has been provided to support the team with the needs of one child in the home. As a result, children receive support from experienced and skilled staff.

The manager monitors the home effectively. She has clear oversight and the regular reviews and audits that she conducts alert her to any shortfalls that need addressing.

Children live in a home which is maintained to a high standard and is homely. The manager has reconsidered the layout of the house to create a separate gaming room and create more space to meet the needs of the children. A separate kitchen area also provides space for children to practise independent living skills.

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

Recommendation

- The registered person should ensure that staff have the relevant skills and knowledge to be able to help children understand, and where necessary work to change negative behaviours in key areas of health and well-being such as, but not limited to, nutrition and healthy diet, exercise, drugs, alcohol and tobacco. ('Guide to Children's Homes Regulations, including the quality standards', page 35, paragraph 7.18)

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: SC376719

Provision sub-type: Children's home

Registered provider: Reflexion Care Group Limited

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

Responsible individual: Daniel Bebb

Registered manager: Katrina Tompkins

Inspector

Joanne Hawkins, Social Care Inspector

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