

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 home is managed by an experienced manager who registered with Ofsted in October 2012.

Inspection dates: 19 to 20 November 2019

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 12 November 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/11/2018	Full	Good
25/01/2018	Full	Good
01/02/2017	Interim	Sustained effectiveness
02/11/2016	Full	Outstanding

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 must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard). When conducting the review, the registered person must consult, and take into account the views of, each relevant person. (Regulation 46(1), (2))	17/01/2020

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children make excellent progress, because their day-to-day experiences are consistently positive. Children receive personalised care and support from a committed, knowledgeable, skilled and highly motivated team of staff. Consequently, children thrive physically, emotionally, socially and educationally.

Children have excellent relationships with the staff and each other. Staff are patient, caring and understanding of children's individual needs. As a result, children experience a sense of belonging, feel loved and are happy.

Staff prioritise children's education. This tailored support enables children who have had difficulties in attending school in the past to begin to make excellent progress in their learning. This support has helped children to overcome barriers to their learning so that academic success can be achieved. For instance, this child-centred support has enabled one child to be confident enough to sit her GCSEs. The child has now secured a place at college and has clear aspirations for her future.

Staff help children to take part in a wide range of activities that encourage children's own interests. For example, one child attends a gymnastics club, enjoys going swimming and likes going bowling with friends. This encouragement helps children to develop new hobbies and interests, grow in confidence and develop their social skills and friendships.

Children are helped to acquire independence skills and, when the time is right, to seek part-time employment. This gives children confidence in their abilities and a sense of pride in their achievements.

Staff work with families and placing authorities to facilitate regular family visits and social occasions. This approach helps children to maintain important relationships and to ensure that they are not isolated from their families.

Staff maintain high-quality records. They use a range of recording tools to ensure that children's positive memories are captured. This includes putting together memory books for each child, which include lots of photos that help to record children's positive experiences. One child is now on her third memory book.

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

The registered manager manages all safeguarding concerns well. She makes sure that staff follow children's individualised risk assessments and behaviour management plans and maintain consistent boundaries so that children are clear about what is expected of them. Consequently, there are very few incidents in the home. When these do occur, children take part in restorative work.

Staff help children to understand how to keep themselves safe by carrying out regular

key-work sessions and holding reflective discussions. These have helped children to better understand risk. For example, staff have help children to understand how to be safe when they are online.

Staff receive training that helps them to better understand the risks that children can face. This training can include county lines, the risks of radicalisation and how to support children who are at risk of sexual exploitation.

The manager has carried out a review of the location of the premises. However, she has forgotten to seek the views of other professionals. This omission weakens the effectiveness of the review in helping the manager to be assured that all risk factors have been considered.

The effectiveness of leaders and managers: outstanding

The registered manager is an exceptionally child-focused practitioner. She makes excellent use of monitoring and review systems to help her to understand each child's progress from their starting point.

All staff hold the required qualification in residential childcare and are encouraged to gain further professional qualifications. Consequently, children receive excellent care from a well-qualified staff team.

The registered manager uses training and research to improve her own and her staff's practice. She has ensured that staff receive bespoke training in attachment theory, resilience and playfulness. This increased knowledge ensures that staff are highly skilled in adapting their practice to meet children's individual needs.

The registered manager works extremely closely with families and professionals. This approach is central to practice in the home and ensures that the staff deliver the aims and objectives contained in the home's statement of purpose. As a result, children blossom.

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 difference 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

Debbie Bond, social care inspector

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