

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 provides care for 2 children who have experienced trauma or neglect.

At the time of the inspection, 2 children were living in the home and were spoken to by the inspector.

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

Inspection dates: 24 and 25 February 2026

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 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/03/2025	Full	Good
18/03/2024	Full	Good
28/02/2023	Full	Good
05/01/2022	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child has moved out and one child has joined the home. Both children living at the home are making excellent progress and are settled.

The secure base model of care is at the forefront of practice. It is fully embedded in children's plans, and staff have a strong understanding of the approach and how to apply it in their daily work. As a result, the home is extremely settled. Children are happy and have formed strong, trusting attachments with the staff.

Children are in good health and are supported by staff, to ensure their needs are met. Identified needs from statutory reviews are reflected in children's in-house plans. Staff respond promptly to ensure any actions are completed. The manager considers the needs of children to ensure they have access to specialist services to meet their needs.

Relationships important to children are maintained. Staff support children to travel to and from their hometowns to spend time with family. The manager works well with family members who are important to the children. As a result, children benefit from consistent approaches and support and maintain relationships with those people who are important to them.

Both children are in full-time education and have good attendance. The child who moved in most recently had not attended school for some time before starting at their new school. One professional commented on how well the child had returned to education.

Children's hobbies and talents are nurtured. Children have enjoyed holidays and day trips that create memories and positive experiences. One child has a passion for fishing and is supported to embrace this hobby. The manager has purchased a new fishing kit and staff take the child fishing regularly. Another child has benefited from joining Explorer Scouts. This opportunity has advanced the child's social and personal development through community-based experiences. Explorers are also supporting the child to start on the Duke of Edinburgh award.

One child joined the home in an emergency. Their move was well managed, and they have settled into the home well. There were missed opportunities when reviewing their initial referral to fully assess their needs and capture this in the household impact risk assessment. This was reviewed again after the child had moved in to include all known risks. Both children have lived in the home for several months and are making good progress.

However, while the children have settled well, managers did not fully consider the needs of the child already living in the home and the potential impact of a new child joining the home so quickly.

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

Children have developed positive relationships with staff. They can identify trusted adults to talk to. As a result, children are very settled. There have been no missing-from-home incidents, physical interventions, self-harm or allegations.

Staff understand children's behaviours and risks well. They implement appropriate strategies to support each child and, as a result, children are kept safe. Risk assessments are detailed and personalised to each child. They consider their needs and the most appropriate strategies to support them and manage their risk. The manager reviews documents frequently to ensure they remain reflective of children's needs.

There is a strong focus on rewarding positive behaviour. Children's achievements are acknowledged through verbal praise and incentives. This helps children develop a sense of pride in their progress, and staff ensure that achievements are consistently recognised. The use of consequences is rare, and when they are used, a proportionate approach is taken to ensure children learn from the incident.

Internet safety plans are in place to keep children safe online. Appropriate safeguards and checks are in place to ensure children only access age-appropriate content. Staff use professional curiosity to explore and discuss online awareness with children so they can navigate the internet safely.

Children receive good support to take age-appropriate risks to promote their independence. Clear plans were in place for one child to enjoy time with friends and have regular stays in their hometown in readiness for leaving the home. The manager works with the child's placing authority to create a clear plan of support. When there have been delays, she has challenged decision-making to ensure the plan to return children to their chosen areas remains timely and in line with their care plan.

Children live in a home that is well presented and well maintained. The home is personalised to the children and provides a comfortable, nurturing space that helps them to feel valued and safe. Staff are safely recruited, ensuring that only those who are suitable to do so are caring for children.

There has been one medication error since the last inspection. This was not reported promptly by staff on duty at the time. Once the error was identified, action was taken to ensure the child's wellbeing by seeking medical advice. The error was thoroughly investigated, with all key agencies informed and appropriate action and learning taken from the incident.

The effectiveness of leaders and managers: good

The home is led by an experienced and dedicated manager. She is aspirational for children and has embedded this culture across the staff team. There is a full staff team in place but there have been significant challenges with staffing over the last 5 months.

Due to unforeseen circumstances, there have been occasions when half of the core staff team have needed to take leave from work.

Staff shortfalls have been addressed by using staff from within the wider organisation. This has meant the use of agency workers has not been required but has resulted in unexpected changes to the rota and an increased number of people coming into the home. On occasions, this has created feelings of uncertainty for both staff and children, as they have not benefited from the familiarity of the regular team.

The recent challenges have impacted the manager's capacity. Supervision for some staff has not recently been completed in line with the home's workforce development plan, and some staff have not received regular supervision. This shortfall has occurred only in recent months. Leaders have acted promptly and have a clear plan in place to address the issue.

The manager has a clear understanding of the home's strengths and areas for development. She is aware of the impact of the recent challenges in the home and has drawn up a development plan which will be implemented now that the staffing issues are stabilising.

Staff say they enjoy working in the home and feel supported by the manager. Team meetings are held monthly and include practice guidance from the in-house clinicians. Staff are supported to access child-specific training to ensure they are skilled to support children's individual needs.

The manager has established strong working relationships with external professionals. This ensures there is a consistent approach and clear understanding of children's plans and joint working to achieve the best possible outcomes for children. Additionally, the manager has formed links for children with groups and clubs in the local area. This has provided children with opportunities to contribute to the local community.

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

Recommendations

- The registered person should ensure that all staff receive supervision of their practice. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 13.2)
- The registered person should ensure that staff have the knowledge and skills to recognise and be alert for any signs that might indicate a child is in any way at risk of harm. They should ensure that staff develop and refresh their safeguarding skills and that this is recorded in the home's workforce plan. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.12)
- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans and where they have fully considered the impact that the placement will have on the existing group of children. ('Guide to the Children's Homes Regulations, including the quality standards', page 56, paragraph 11.4)

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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