

# 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 privately run and offers care for up to two children who experience social and/or emotional difficulties.

The manager is experienced and registered with Ofsted in October 2012.

### Inspection dates: 28 February and 1 March 2023

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| 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:** 5 January 2022

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 05/01/2022      | Full            | Outstanding          |
| 19/11/2019      | Full            | Outstanding          |
| 12/11/2018      | Full            | Good                 |
| 25/01/2018      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Two children currently live in the home. Since the last inspection, one child has left the home and one child has moved into the home.

Children have secure and trusting relationships with staff. The inspector observed nurturing, playful and supportive interactions between children and staff. These positive relationships provide children with stability and a sense of belonging.

Staff have a good understanding of children's complex needs. They work closely with the home's therapist to develop ways to support children. The therapist attends team meetings each month to provide staff with support and guidance. The therapist told the inspector that the team is very skilled and has a real therapeutic culture. This approach means that children receive good-quality care.

Children's health needs are well met. Staff support children to attend all routine and specialist health appointments. Also, children have access to weekly therapy sessions. This support has helped one child to make significant progress with their emotional well-being.

Children regularly attend school and are making progress from their starting points. Staff help children to understand the importance of education and have high aspirations for them. One child has made significant progress with their reading and writing through support from school and staff. When children struggle in school, staff work proactively with teachers to find ways to re-engage children to ensure that they continue to make progress.

The home is maintained to a good standard and is comfortable for children. Children have access to all areas of the home. They have their own bedroom, which is personalised to their own taste. Children and staff enjoy mealtimes together and use this time to reflect on each other's day.

Children are supported to pursue their interests and hobbies. Both children take part in activities they enjoy. One child attends boxing and another child enjoys scootering. The company caravan has been made available to allow a child the opportunity to travel, see friends and visit different skate parks to support their interest in scootering.

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

Safeguarding incidents are rare. Staff are skilled at supporting children's emotions. They explore children's feelings through reflective discussions. This approach means that children feel listened to and behaviours do not become unsafe. As a result, staff do not physically restrain children.

Staff work with the therapist to understand children's behaviours. This gives staff

awareness of children's needs and helps them to develop strategies to support children. Detailed, individual management and safety plans give staff a clear understanding of how to manage risks and behaviours. The children's behavioural needs are regularly discussed between the therapist, registered manager and staff to ensure that any risk is well managed.

Children do not go missing from the home. Staff understand the protocols and have received training to ensure that they know how to respond if a child does go missing from home.

Medication is not always administered correctly. On one occasion, there was an error. Appropriate action was taken to keep children safe. Advice was sought from medical professionals and information was shared with external agencies. Staff received extra training, and amendments were made to the storage and administration of medication in the home. This approach has ensured that no further errors have occurred and that children are safe.

### **The effectiveness of leaders and managers: good**

The registered manager is child focused and has high aspirations for children. She is supported by a well-qualified and experienced team of staff who share her child-focused approach. This creates a positive culture that supports children's progress.

The home has a stable staff team. Staff rarely leave, and a core group of staff have worked in the home for many years. This means that the registered manager has been able to develop a skilled staff team which delivers consistent care to children.

The registered manager is knowledgeable about children's complex needs. She advocates for children and works with professionals to ensure that children are receiving appropriate support. One professional said, 'This is the best relationship we have with any care home.' This joined-up approach improves the quality of care that children receive.

Staff receive a wide range of training through an in-depth induction. Training is also delivered to encompass the needs of the children who are living in the home. The registered manager secures training from various sources, including online and face to face. Furthermore, the registered manager uses additional resources to inform and guide staff practice. This tailored approach gives staff awareness and knowledge about the children they care for.

Staff enjoy working in the home and speak positively about the support they receive from the manager. Staff have regular supervision sessions and yearly appraisals, which are detailed and child focused. Supervision provides opportunities for reflection and encourages staff development and progress.

Leaders use effective monitoring systems. They understand the home's strengths and areas for development well. Furthermore, they generate actions to develop improvements to the quality of care for children.

## **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:** Craig Wilson

**Registered manager:** Claire Peate

## Inspector

Carl Wilton, Social Care Inspector

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