

SC389830

Registered provider: Reflexion Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private company. It is registered to provide care for one child who may have had adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

The registered manager post is vacant.

Inspection dates: 12 and 13 March 2024

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: 8 February 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/02/2023	Full	Good
16/11/2021	Full	Outstanding
11/02/2020	Full	Outstanding
12/02/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, one child was living at the home. The child has lived in the home for over three years and has formed meaningful relationships with the staff. As a result of the continuity of care provided, the child has made great progress from their starting point.

The home is warm and welcoming and furnished to a good standard. The child's love of cars is a common theme throughout the home and helps to create a homely environment. The child's bedroom is decorated to his personalised taste, which gives him a sense of belonging.

The staff support the child to maintain good physical health and to attend all routine health appointments. They help the child to lead a healthy lifestyle and encourage him to participate in exercise outside the home, such as walking and playing tennis.

The child is receiving therapy that is supporting their emotional well-being. The therapist is an important part of the team and provides support to the staff to help them understand trauma-based behaviours. This results in consistent care being provided to the child.

The child has made good progress with their education. For example, he is now being taught in a classroom with other children. This is a remarkable achievement as before living in the home he did not engage in any form of education. This has increased his self-confidence and has developed his social skills. He enjoys attending school and has excellent attendance. The school's headteacher described how the close working relationship with the home has been beneficial to the child's achievements at school.

Staff support the child to spend time with his family. As a result, the child has sustained close relationships with people who are important to him. The staff maintain regular communication with family members and keep them updated. A carer said, 'The staff care for [name of child] and meet his needs.'

The child is starting to enjoy a range of activities with staff. Activities include going trampolining, to amusement arcades and on film studio tours. The staff have created memory books to capture the child's experiences. This supports the child to reflect on their time and progress in the home.

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

The child said that they felt safe living in the home. They have positive relationships with the staff and can identify members of staff they can talk to if they have any worries or concerns.

Staff work hard to keep the child safe. The child's risk assessment and behavioural support plans are detailed and provide staff with clear guidance on how to manage risks. The manager and staff fully understand their safeguarding roles and responsibilities and implement these effectively. This further supports them to keep the child safe.

Incidents of restraint are rare. Staff only use physical restraint when it is necessary to keep the child safe. Since the last inspection, there have been two occasions when the child has been held by staff. Staff have been trained in the use of the measure. However, on one occasion, the child was not helped to fully express their views after they had been held. This was a missed opportunity to understand the child's views and how to reduce the likelihood of any further incidents.

Allegations of abuse are managed effectively. The manager works closely with the local authority designated officers to address any safeguarding concerns. As a result, investigations are carried out in a timely manner and appropriate decisions are made to maintain the child's safety and well-being.

There are effective health and safety systems in place. Staff carry out regular health and safety checks to ensure that the home is physically safe. The home has a location risk assessment that considers all known risks. This provides an additional level of safeguard for the child.

The registered provider ensures that staff who are new to the home are fully vetted and that comprehensive safer recruitment processes are in place.

The effectiveness of leaders and managers: good

The registered manager post is vacant. A senior member of staff who has worked in the home for a number of years has been appointed as the manager and is in the process of submitting his application to register to Ofsted.

The manager is dedicated to his role and is passionate about providing the best care possible for the child. He has developed a close and trusting relationship with the child and spends time individually with him to support him to understand his thoughts and feelings.

There is a small but stable staff team. Staff enjoy working in the home and feel supported by the manager. The staff are child-focused and dedicated to providing the child with stability and consistency of care.

Staff access a range of training which supports them to care for the child. They participate in regular supervisions and team meetings which provide them with opportunities to reflect and develop their practice.

New staff receive a thorough induction that provides them with a detailed programme of training and guidance in their new role. This ensures that children are cared for by staff who can meet their needs.

The manager has developed effective working relationships with placing authority social workers and other external professionals. Social workers, teachers and others are overwhelmingly complimentary about the care the child receives.

The manager is starting to develop his understanding of the home's strengths and areas for development. He has systems in place to monitor the running of the home and the care of children. However, his monitoring lacks analysis and evaluation. This does not sufficiently support the development of care in the home.

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

Recommendations

- The registered person should ensure that records of restraint must be kept and should enable the registered person and staff to review the use of control, discipline and restraint to identify effective practice and respond promptly where any issues or trends of concern emerge. The review should provide the opportunity for amending practice to ensure it meets the needs of each child. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59)
- The registered person should actively seek independent scrutiny of the home and make best use of information from independent and internal monitoring to ensure continuous improvement. They should be skilled in anticipating difficulties and reviewing incidents, such as learning from disruptions and placement breakdowns. They are responsible for proactively implementing lessons learned and sustaining good practice. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

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: SC389830

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: Post vacant

Inspector

Lydia Isaac, Social Care Inspector

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