

Children's homes – Interim inspection

Inspection date	01/03/2017
Unique reference number	SC396721
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Reflexion Care Group Limited
Registered provider address	Reflexion Care Group Ltd, Black Birches, Hadnall, Shrewsbury SY4 3DH

Responsible individual	Gregory Watson
Registered manager	Claire Peate
Inspector	Christy Wannop

Inspection date	01/03/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged good at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness. The young person's experience at this home is a good one. His progress is steady since coming to live in this single-place home in 2015. Setbacks reflect his extremely high needs. Staff have been seriously injured after violence towards them. The outcome of assault charges is not yet known. He is a very challenging young person, cared for by resilient staff who know him very well. Staff are experienced in managing behaviour resulting from early childhood trauma and sexualised, risky and self-injurious behaviour. Consistent, skilled staff promote constructive leisure activities and support family contact. Educational progress is positive. His teacher said, 'They have gone out of their way to support him to maintain his school placement.' Staff stay close during his school day so they can make a quick response should one be needed. The school describes this support as 'incredible. They have shown commitment and given security to the school.' The school described staff as 'exceptional'. Continuing challenges mean that some restrictions within the home, such as locking the lounge door, continue because of the violent challenges that staff face, and in order to support his positive experience in education. These are kept under review. The manager is considering how she can gradually encourage the child's self-control so that this restriction is not routinely needed. His ability to look after himself in other ways is consistently improving, for example better self-care skills and cooking and budgeting skills. He said, 'I can cook really nice quiche and lasagne.' His teacher said that she can 'see him looking so much more smiley – in a genuine way – not a veneer'. He said, 'My life is pretty much better too.' The child has benefited from professionals at the home and in his placing authority, who have known him since he was a young child. He says that he feels he is cared for by people who have known him nearly all his life. This consistency and commitment delivers a secure childhood home. He is moving on with his life, albeit surrounded by a close partnership of concerned support. The child's social worker	

said that the service is 'trying hard to give him opportunities to move into the next part of his life. I feel strongly they have done everything they can.'

Safeguarding arrangements are effective. The service is delivering safe, creative, non-institutional care. Local authority and education professionals recognise the high level of risk to the child and the public. There are no incidents of the young person going missing, or being at risk in the community. Staff support some very sensitive issues and self-harm has reduced. Independence plans are carefully monitored to allow measured free time. Access to the internet is closely supervised. Staff support external therapeutic work around sexualised behaviour. The company's own therapist supports staff. Behaviour management is consistent and skilful. The level of support necessary to maintain positive family relationships, education and manage his anger is a real credit to the staff. Professionals are impressed by their continuing professionalism and positive response in the face of violent challenges. The child described feeling cared for by staff who promote an approach of 'It's a new day, a new start.'

Systems for both internal managerial and external independent monitoring work well to identify and improve the quality of care and professional practice. The manager has taken prompt action to meet three of four requirements in the very short time since the previous inspection ten weeks ago and receipt of the report. There is good progress on all four recommendations. The manager has corrected the statement of purpose so that it is now clear that both male and female staff work at the home. She has had a good conversation with the young person about the use of an alarm on the stairs at night and the young person said, 'I know I'm safer with that.'

Fire safety information is now clear about the safe storage of two fire extinguishers to prevent them being used as weapons. Risk assessments, detailing health and safety matters and making clear the restriction when the lounge door is locked, have been updated. Missing and damaged bedroom furniture was immediately replaced and the young person's bedroom now has more of his clothes and books in it, as part of a gradual plan to reintroduce his possessions safely. He sees this as 'a massive improvement' to have clothes in his room, 'so I can choose what I want to wear'. The manager now makes notifications when required. These actions show a responsive, effective service.

Some actions are still under way. The work to reduce risk from fumes from the oil-fired boiler is scheduled. It remains for the next quality of care review to include the views of children, parents and placing authorities.

Staff are very positive about their organisation's support for them, both through

professional supervision and in very good training opportunities and accessible, understanding senior managers. One member of staff described the organisational approach as 'no suits'.

Partnership working is a strength. The manager describes professional partners working as an 'integrated service', constantly looking for resources that may help. Education, police and local authority partners have confidence in the manager's experience and personal investment in the child. The local authority independent reviewing officer said, 'The manager and staff show tremendous commitment to him.' Another professional described this as 'a really good total package'.

Information about this children's home

This privately operated children's home is registered to provide care and accommodation for one young person who has emotional and/or behavioural difficulties and/or learning disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/12/2016	Full	Good
23/03/2016	Interim	Sustained effectiveness
19/10/2015	Full	Outstanding
19/03/2015	Interim	Sustained effectiveness

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

Statutory requirements

This section sets out the actions which must be taken so that the registered person(s) meets 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 establish and maintain a system for monitoring, reviewing and evaluating the feedback and opinions of children about the children's home, its facilities and the quality of care that they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. The system must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (2)(b)(c)(5))	30/04/2017

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference that adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, 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.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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'.

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Store Street
Manchester
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