

SC396721

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 by a private company. It is registered for one young person. The home provides care for a young person who has experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

The manager has been registered with Ofsted since November 2012 and has extensive knowledge and experience.

Inspection dates: 3 to 4 December 2018

Overall experiences and progress of children and young people, taking into account **good**

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: 30 January 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/01/2018	Full	Good
01/03/2017	Interim	Sustained effectiveness
07/12/2016	Full	Good
23/03/2016	Interim	Sustained effectiveness

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(c)(h))	01/02/2019
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure;	01/02/2019

the name of the person who used the measure ("the user"), and of any other person present when the measure was used;

the effectiveness and any consequences of the use of the measure; and

a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; and

within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—

has spoken to the user about the measure; and

has signed the record to confirm it is accurate; and

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)(iv))

Inspection judgements

Overall experiences and progress of children and young people: good

Staff are caring, nurturing and patient. Staff have formed a positive relationship with the young person despite dealing with challenging and complex situations at times. The young person told the inspector, 'Some of the staff are like my family as they have worked with me for a long time.' Staff recognise the importance of having a supportive social network to prevent social exclusion and isolation. They facilitate the young person to spend good-quality time with his close family and friends. The young person told the inspector, 'My brother comes for Sunday dinner weekly.' This helps the young person to feel happy and settled.

The young person has lived at the home for several years. He is making significant progress in all aspects of his life. He has completed his examinations and has secured a college place. This has helped the young person to have aspirations for his future.

Weekly young people's meetings with staff give the young person the opportunity to express his wishes and feelings. Staff and the manager action requests made by the young person. This helps the young person to feel valued, and to contribute to the day-to-day running of the home.

The home is immaculately decorated and provides a cosy and warm living environment for the young person. The young person was proud to show the inspector his home.

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

The young person feels safe living at the home. Staff know the young person well and keep him safe from harm. Staff identify risks to the young person and follow safeguarding procedures effectively. Incidents of concern are clearly recorded. The registered manager acts to review what has happened and takes steps to prevent the same thing from happening again.

Behaviour management plans contain detailed information and provide the staff with clear guidance about how to manage the young person's behaviour appropriately. Staff reflect on the potential causes of challenging behaviour and help the young person to understand these. This enables the young person to regulate his emotions and feelings. Trained staff only use physical restraint as a last resort. However, the recording of some of the physical restraint incidents requires improvement. The records lack detail, such as the duration of the hold.

When the young person goes missing from the home, staff make efforts to contact him and follow him to try to get him to return safely. The young person also has return home interviews with an independent person. This gives him the opportunity to talk to someone independent of the staff about why he went missing and what happened when he was away from the home.

Recruitment of staff is safe. This means that the young person is looked after by appropriate, safe adults.

The effectiveness of leaders and managers: good

A committed and ambitious registered manager provides solid leadership to the young person and staff. She is suitably qualified and has extensive experience in residential childcare. The registered manager has been in her current post for several years.

The registered manager is aspirational for the young person and is keen for him to be provided with the best opportunities. She is passionate about providing good quality.

Staff feel supported by the manager and receive good-quality supervision focused on performance and training.

The manager and staff work in partnership with teachers, the therapy team and the placing authority to ensure that the young person's needs are met. This enables the young person to make significant progress in all areas of his development. When necessary, the registered manager challenges professionals to make sure that they prioritise the needs of the young person.

Some aspects of the manager's practice are outstanding. For example, she managed an external complaint meticulously and worked with police and complainants to resolve the presenting issue. She invited the complainants to the home to enable them to understand the home's ethos and values.

The manager's monitoring and reviewing of the service are generally good. However, one risk assessment did not give staff clear guidance, and staff have not received specialist training linked to this risk.

The young person's healthcare plan has not been updated to reflect all appointments attended. This shortfall in staff practice is not always addressed promptly to continuously improve the quality of care.

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 differences 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: SC396721

Provision sub-type: Children's home

Registered provider: Reflexion Care Group Limited

Registered provider address: Reflexion Care Group Ltd, Black Birches, Hadnall, Shrewsbury, Shropshire SY4 3DH

Responsible individual: Amanda Clarke

Registered manager: Claire Peate

Inspector

Rumbi Mangoma, social care inspector

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