

SC396721

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 owned and operated by a private company. It is registered to provide care for one child who has experienced adverse trauma or neglect.

One child was living in the home and was seen as part of the inspection. The manager registered with Ofsted on 16 September 2024. She holds a level 5 diploma.

Inspection dates: 3 and 4 March 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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 11 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/03/2025	Full	Good
25/03/2024	Full	Good
30/11/2022	Full	Good
15/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The home is maintained and presented to a high standard. Children live in an environment that is thoughtfully furnished, with personalised touches evident in the lounge and in each child's bedroom. The home is nurturing, warm and welcoming.

One new child has joined the home. The child living in the home at the last inspection has experienced a carefully planned move back to their hometown. There have been minimal changes to the staff team, and where staff have left, this has aligned with children moving on. As a result, children benefit from being cared for by a dedicated and consistent team that knows them well.

Children are treated with dignity and respect. Staff invest significant time supporting children to explore their interests and develop their talents. Staff place children at the centre of their practice, which helps children build strong attachments with the adults who care for them. Children develop a sense of identity and self-confidence because they feel safe, secure and valued in the home.

The secure-base model of care is firmly embedded in practice. It is clearly reflected in children's plans, and staff have a strong understanding of how to apply the model in day-to-day work. The manager uses the model to monitor children's progress and identify emerging areas of need. Key-work sessions are proactively planned in response to these needs. As a result, the home is extremely settled, and children receive highly individualised support.

The manager has excelled in promoting education. Children are making good educational progress despite having experienced significant barriers to learning previously. The child who moved on was supported to complete their GCSEs and to enrol at college in readiness for the new academic year. The child who remains in the home has successfully returned to full-time school after a period of attending alternative provision.

Children are in good health. They attend all routine appointments, and where specialist support is required, the manager acts promptly to ensure that referrals are made and children receive timely care.

Staff work hard to provide children with valuable and memorable experiences. One child participates in a wide range of activities that support exploration of their interests and help develop confidence and self-esteem. Children have enjoyed holidays, day trips and activities tailored to their preferences. They are encouraged to take part in local community based activities and have formed positive links in their local area.

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

Children have detailed plans and risk assessments that clearly outline their support needs. These are reviewed regularly to ensure they remain reflective of current risks and the strategies required to keep children safe. Incidents in the home are rare. There have been no physical interventions, allegations, self-harm or complaints.

Managers and staff have an exceptional understanding of each child's individual vulnerabilities. Because they know children extremely well, they are alert to subtle changes in behaviour and adapt their support promptly. This enables staff to respond quickly and effectively so that children feel supported and safe. One professional commented that a child who recently joined the home is now 'much more settled and relaxed since living in the home'.

There has been one incident relating to concerns around mobile phone use. Before this, staff had completed substantial preparatory work with the child, with a clear plan and safeguarding measures in place. Following the incident, the manager worked closely with the placing authority to develop a detailed support plan. Specialist sessions have been commissioned to help the child understand and manage online risks. These sessions will be reviewed to determine a safe and phased plan for the child to regain phone access. Additional staff training is being considered to further strengthen support for the child.

There have been 6 missing-from-home episodes since the last inspection. Children have detailed missing protocols, and staff understand how to respond. Comprehensive incident records are completed, and there is prompt and robust managerial oversight from both the manager and the responsible individual. Return home interviews take place following each incident, and reflective sessions with staff and children ensure that learning is embedded.

However, one missing episode resulted from a shortfall in staff supervision. This was an isolated incident, and the child returned home unharmed. An internal investigation was completed, all relevant agencies were notified and learning was shared with the staff team. Reflective supervision sessions were used effectively to ensure that improvements were made and risks minimised.

The effectiveness of leaders and managers: outstanding

A dedicated and highly committed manager leads the home. She has high aspirations for the children and has successfully embedded this ethos within the staff team. She is supported by a fully staffed team that strives to deliver high-quality care and is confident and assured in its practice. As a result, the manager and staff work cohesively to ensure the best possible outcomes for children.

The manager's oversight is excellent. She has a detailed and comprehensive understanding of the children, the home and the team. She has integrated the home's theoretical model into her monitoring systems to track children's progress.

This enables her to identify areas of growth as well as emerging needs, ensuring support is adjusted promptly. As a result, children are making excellent progress, and any potential concerns are swiftly identified and addressed.

The manager is reflective and responsive. She understands the strengths of the home but also takes swift and effective action when improvements are needed. For example, following a shortfall in staff practice relating to a missing incident, she adopted a restorative approach to promote a culture of learning. This ensured the team fully understood the child's needs and the required improvements.

There is clear evidence of learning from incidents, with reflection taking place with both staff and children. The manager ensures that lessons learned are shared and embedded, contributing to the home's settled environment and the low frequency of incidents.

Children are fully integrated into the local community. The manager has forged strong relationships with neighbours, and one child volunteers at a local animal charity. This experience has promoted responsibility, pride and a sense of belonging.

Strong working relationships have been established with professionals across placing authorities, education and specialist services. Professionals speak highly of the manager's commitment and the staff team's support for children's wellbeing. Where necessary, the manager advocates robustly on behalf of children and challenges decisions that do not align with their best interests. This ensures that children receive the right support to thrive.

Leadership and oversight are of a consistently high standard. This is evident in the presentation of the home, the quality of records and care plans and the detailed monitoring systems in place. Staff report feeling supported and valued by their manager and enjoy working in the home.

No requirements or recommendations have been made following this inspection.

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: SC396721

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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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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