

SC396721

Reflexion Care Group Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company and 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 date: 12 June 2020

This monitoring visit

A monitoring inspection was conducted remotely on 12 June 2020 in response to information received by Ofsted which raised concerns about the safety of a child.

Due to the COVID-19 (coronavirus) pandemic, Ofsted did not carry out a physical visit to the home. The inspector gathered evidence in several different ways, including talking to the manager and the responsible individual and asking them to provide electronic documents for the inspector to review.

One young person has lived in the home since 5 May 2020 and receives one-to-one or two-to-one care by staff. Managers do not develop effective relationships with the young person's placing authority. Managers and staff provide inconsistent messages to the placing authority regarding the young person's engagement and their safeguarding concerns. This undermines the young person's progress and places him at increased risk.

On one occasion, staff failed to follow the young person's plans. Staff did not check on him for five hours despite his known risk of self-harm. The young person was not given prescribed medication during this time and was able to go missing. Managers were quick to investigate this incident and to identify shortfalls in staff practice.

Risk assessments do not provide staff with guidance about how to supervise the young person who has a known risk of suicidal ideation. Staff have not updated risk assessments with incidents of this behaviour. This means that staff do not know the frequency and severity of the young person's behaviour, and his safety is compromised.

When the young person goes missing, staff respond appropriately and follow a well-understood missing policy. Staff are proactive and look for the young person in the local area.

Managers have ensured that the home is fully staffed. All staff have a level 3 diploma in residential childcare. However, there are shortfalls in staff training to meet the young person's needs. At the time of the inspection, two of five staff members had not received training in autism spectrum disorder awareness, and three staff had not received training in working with children with attention deficit hyperactivity disorder (ADHD). Additionally, two staff have not received training in managing self-injurious behaviour, and one has not received training in ligature management. This means that staff do not always know how to support the young person and keep him safe.

Staff do not help the young person to achieve good health outcomes. The young person has lived in the home for five weeks without his glasses because the frames are broken. Staff have not taken steps to replace the glasses during this time. The young person is addicted to nicotine, and his social worker has agreed that he can smoke a limited number of cigarettes a day. The young person's need for a cigarette is a trigger for incidents. Staff have not supported him to engage in a smoking cessation programme or talked with him about this. More positively, staff have talked with the young person about his sexual health and arranged for him to attend a sexual health clinic.

Managers do not use monitoring systems to identify patterns of behaviour and update the young person's plans and risk assessments. The young person is diagnosed as being affected by autism spectrum disorder and ADHD. Staff do not have guidance about the impact of these conditions on the young person's behaviours. Managers have not updated plans existing plans with known strategies that help staff to talk with the young person and build relationships.

Managers and staff do ensure that young people have access to an advocate when needed. Since the last inspection, one young person benefited from a well-planned move into his own supported accommodation after living in the home for four years. This was a positive outcome for him.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/12/2019	Full	Outstanding
03/12/2018	Full	Good
30/01/2018	Full	Good
01/03/2017	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
In meeting the quality standards, the registered person must, and must ensure that staff— seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5 (d))	19/07/2020
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans. (Regulation 10 (1)(a)(b)(c)(2)(a)(i))	19/07/2020
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff—	19/07/2020

assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1)(2)(a)(i)(v))	
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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; 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))	19/07/2020

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

Ofsted is aware of the challenges that COVID-19 is currently posing to those we regulate. During this visit, the inspectors took into consideration the impact of any measures being taken to slow the spread of COVID-19 by the home. This has included the effect these have had on staffing arrangements.

This inspection was carried out under the Care Standards Act 2000.

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

Karen Gillingwater, social care inspector

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