

Inspection report for children's home

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|--------------------------------|-----------------|
| <b>Unique reference number</b> | SC396721        |
| <b>Inspector</b>               | Carole Moore    |
| <b>Type of inspection</b>      | Full            |
| <b>Provision subtype</b>       | Children's home |

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|----------------------------------|--------------------------------------------------------|
| <b>Registered person</b>         | Reflexion Care Group Limited T/A New Reflexions        |
| <b>Registered person address</b> | Black Birches Hadnall SHREWSBURY Shropshire<br>SY4 3DH |
| <b>Responsible individual</b>    | Gregory Duncan Watson                                  |
| <b>Registered manager</b>        | Claire Louise Peate                                    |
| <b>Date of last inspection</b>   | 25/03/2014                                             |

|                        |            |
|------------------------|------------|
| <b>Inspection date</b> | 17/12/2014 |
|------------------------|------------|

|                                          |               |
|------------------------------------------|---------------|
| Previous inspection                      | good progress |
| Enforcement action since last inspection | none          |

|                                        |             |
|----------------------------------------|-------------|
| <b>This inspection</b>                 |             |
| <b>Overall effectiveness</b>           | <b>good</b> |
| Outcomes for children and young people | good        |
| Quality of care                        | good        |
| Keeping children and young people safe | good        |
| Leadership and management              | outstanding |

## Overall effectiveness

|                   |             |
|-------------------|-------------|
| Judgement outcome | <b>good</b> |
|-------------------|-------------|

The home delivers personalised care for young people that takes account of their complex individual needs. Managers and staff work in partnership with other professionals to ensure that young people are able to access the support they require. This means that young people make good overall progress in their lives.

Young people are really well settled in this placement and are positive about this home and feel secure as a result of the structure and boundaries in place. The strength of relationships between young people and staff contribute to the feeling of being safe. Staff know the young people well and understand their individual care needs. Instances of risk taking behaviours are reducing.

Young people are well supported in understanding their background and why they are currently living in this children's home. They are helped to come to terms with their past experiences and supported to make positive changes in their lives. The staff ensure that contact is maintained with those who are important to them. This home works closely with families and keeps them well informed.

Care planning is effective and reflects an honest evaluation of each young person and their future goals. The person-centred placement plans put young people at the heart of all decision making affecting their lives. Staff work in a transparent way with

young people to help them achieve their potential.

Leadership and management are strong because the home adapts quickly to the changing needs and circumstances of each young person. The Registered Manager closely monitors the home's operation so any shortfalls can be tackled swiftly. Staff have effective working partnerships with other agencies and professionals to ensure young people receive the services they are entitled to and need.

There are no shortfalls identified at this inspection.

## Full report

### Information about this children's home

This children's home is operated by a private company and can accommodate and provide care for one young person who may have emotional and/or behavioural difficulties and/or learning disabilities. The company has its own school for children not attending mainstream education.

### Recent inspection history

| Inspection date | Inspection type | Inspection judgement  |
|-----------------|-----------------|-----------------------|
| 25/03/2014      | Interim         | good progress         |
| 19/11/2013      | Full            | good                  |
| 07/12/2012      | Interim         | satisfactory progress |
| 29/05/2012      | Full            | outstanding           |

## Inspection judgements

### Outcomes for children and young people **good**

Young people make good progress because of the dependable, enabling and supportive approach of the home. They begin to develop a positive self-view and improve their self-esteem because of the individualised care and support they receive. They develop a better understanding of who they are; their personal circumstances and how their experiences have affected their lives. Young people benefit from the one-to-one attention provided, their emotional reliance, self-care and social presentation improves because of the individual work undertaken by staff.

Young people's educational attendance and attainment recovers significantly during their stay at the home. Highly effective links are maintained with schools and teaching professionals which helps to maintain young people's levels of attendance and continued achievements. Young people receive individualised support that is matched to their personal education plans. Young people's education and learning is a key priority for the home and they benefit enormously from this approach.

Young people's individual health needs are assessed and met. All young people are registered with community-based health services to access day-to-day support. This ensures that no health difficulties are going undetected. Young people have also accessed the child and mental health services (CAMHS) to address their emotional health difficulties as well as the in house clinical psychologist. Young people eat healthily and take exercise and they usually follow the advice of staff so that they live healthy life styles.

Young people benefit from appropriate and very well-managed contact with their family and other important people in their lives. Staff work really hard to ensure that young people find seeing their families, is a safe, positive and enjoyable experience. Staff are very aware that young people and their families sometimes may find seeing each other stressful, and make sure everyone is suitably and sensitively supported.

Young people have their own well organised activity schedule. Young people take part in a wide range of activities both in the home and out of the home. As a result, young people develop an attitude of wanting to try new things and are stimulated in their daily lives.

Young people participate in meaningful consultation through attending house meetings and key working sessions. By using these opportunities young people are able to influence their care.

Young people are supported to acquire life skills in readiness for their transition to adulthood. They routinely learn skills by taking part in tasks associated with running

the home such as cooking, cleaning, shopping and budgeting.

### **Quality of care**

**good**

The quality of care provided at the home is good. This is achieved through a committed staff team who have a thorough awareness of the differing needs of the young people and how to respond to their complex needs. Placement plans are informative and contain clear information for any new staff. A high level of detail is included within these plans and they clearly show a wide range of information about how the young person should be cared for. Placement plans link up to other plans, such as education and health plans, to ensure a continuity of care is achieved across the provision. Plans are updated on a regular basis to ensure that the correct information is in place.

Staff ensure young people are fully aware of the ways they can raise any issues or concerns about their care. This includes talking to staff, managers, advocacy services or the independent visitor who carries out monthly monitoring checks of the home. Young people have not felt it necessary to make any complaints since the last inspection but are confident that if they did, their concerns would be dealt with quickly and fairly.

Arrangements for the storage and safe administration of medication are well established. These measures ensure young people receive their prescribed medication in accordance with their consultant's instructions.

The staff place the well-being of young people at the heart of everything they do, irrespective of the challenges and barriers faced by young people due to their past. The staff work hard to make a difference to young people's lives by celebrating the smallest of achievements. The use of a praise book particularly demonstrates the positive things staff say about young people. In addition, young people have memory books that capture their journey. This collective evidence gives young people a sense of identity and celebration over their achievements.

The accommodation is domestic in style and is decorated and furnished to a high standard. Young people are proud of their home and support staff in maintaining the high standards on cleanliness.

### **Keeping children and young people safe**

**good**

Safeguarding young people is central to all practice but does not prevent young people from taking appropriate risks as a normal part of growing up. Young people feel safe in this home. Staff have a positive approach to young people which means young people who exhibit behaviour that challenges usually calm quickly and therefore the use of physical intervention is rarely required. A member of staff said, 'There are clear consistent messages and boundaries which the young people are aware of which help them to feel safe.' Staff are competent in the home's child protection procedures and act quickly and appropriately when disclosures are made. This means young people continue to feel safe and are protected from harm.

Young people are encouraged and supported to behave well. Staff within the home are provided with clear guidance and training about acceptable methods of behaviour management. A strong emphasis is placed on recognising positive behaviours, which are rewarded and praised. Staff frequently speak to young people about their behaviour to help them learn about expected boundaries. Sometimes formal sanctions for poor behaviour are used and young people say that staff are fair when this happens. Very few physical interventions have been used as this method is only used as a last resort

Young people benefit from the home being physically safe and secure. The environment is maintained well and regular safety checks ensure that equipment and utilities work safely. Fire prevention equipment is in place and serviced according to professional guidance. Internal fire drills and fire equipment checks are regularly undertaken to ensure everyone can respond appropriately in an emergency.

There are safe vetting procedures for new staff. This helps to ensure that only suitable adults work with young people.

## **Leadership and management**

**outstanding**

Young people benefit from living in a home where its' stated function and purpose is translated into a well run home. The service has a strong record of achieving good outcomes for young people. The qualified and very experienced Registered Manager provides clear leadership that shapes a child-focused approach to the work of the whole team. The Registered Manager has recently completed a degree in therapeutic childcare which impacts on the care delivered to the young people. The Registered Manager is well supported by the shift leaders and the residential team who all actively contribute to the home's successful operation.

Young people are cared for by an experienced, well trained, diverse and competent team who are nearly all qualified to the necessary level consistent with their role and responsibilities. Young people have been consistently cared for by the same group of staff, which is a real strength of the home's operation. This results in all staff being very familiar and knowledgeable about young person's needs, personalities and circumstances.

The manager has well-established systems for monitoring the home's performance and care of young people. Matters arising are actively addressed and shared across the team to ensure positive action is taken to improve and maintain high standards of care. The views of young people, their families and professionals are valued and used to determine how well the home is operating as well as identifying areas for improvement.

Staff receive very good management support, including regular supervision and annual appraisals to help guide them in their roles. There is an open door policy and staff really appreciate the support on offer. A rolling programme of mandatory and refresher training is provided together with opportunities to access more specialist areas of learning such as child exploitation, self-harm, mental health and attachment theory. These arrangements ensure young people continue to receive the care they need from well-trained, informed and competent staff.

## What inspection judgements mean

| Judgement   | Description                                                                       |
|-------------|-----------------------------------------------------------------------------------|
| Outstanding | A service of exceptional quality that significantly exceeds minimum requirements. |
| Good        | A service of high quality that exceeds minimum requirements.                      |
| Adequate    | A service that only meets minimum requirements.                                   |
| Inadequate  | A service that does not meet minimum requirements.                                |

## Information about this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.