

# 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 operated by a private company. It is registered to provide care for one child who has had adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

The manager is suitably qualified and experienced and has applied to register with Ofsted.

### Inspection dates: 25 and 26 March 2024

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people, taking into account</b> | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| 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 November 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 30/11/2022      | Full            | Good                 |
| 15/02/2022      | Full            | Good                 |
| 10/12/2019      | Full            | Outstanding          |
| 03/12/2018      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The child in the home has lived there for over a year. On the day of the inspection, they were moving out, into shared lives accommodation, in line with their care plan. The child has benefited from receiving good-quality care from a nurturing and resolute staff team. Staff are knowledgeable and attuned to the child's needs. Staff have provided the child with a stable and warm home. As a result, the child's educational attainment, independence skills and relationships with their family have improved and their overall risks have reduced.

The child said that they were unhappy living in the home, due to the location. The manager and staff relentlessly advocated for the child about this and worked collaboratively with the local authority to develop comprehensive transition plans to move the child on from the home, as soon as possible. This ensured that the child's wishes and feelings were heard and acted on.

The child has been well supported by staff to prepare for moving into their new home. Staff have supported the child to make several visits to their new home and to meet their new carer. They have also chatted with the child about their anxieties and what to expect when they move. This has helped to reduce the child's anxieties about moving on.

Staff have high aspirations for children. After a long period out of education, staff have supported the child to attend school and take their GCSEs. When the child has been unable to attend education, staff have been proactive in securing an alternative provision. As a result, the child attained several qualifications. These will support them to achieve their future employment goals.

Staff have supported the child to become more independent. The child has developed their independence skills in areas such as cooking, cleaning, managing finances and self-care.

Staff ensure that children have fun and have opportunities to try new things. The child has been on holiday with staff, enjoyed trips to theme parks and taken part in a driving experience.

Staff have ensured that the child is registered with local health professionals and encouraged them to attend all routine appointments. When the child has refused to attend appointments, staff have spoken to them about the impact of this on their health. Staff are supported by the organisation's clinical team, which provides regular consultation and advice on how to best support the child.

Staff understand the importance of children spending time with their families and friends. As a result, the child has enjoyed increased time with their siblings.

The home environment is clean, welcoming and homely. There are certificates on display throughout the home, celebrating the child's achievements. The child decorated their room to their own tastes and staff encouraged them to participate and share their views on any changes they would like to make in the home.

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

Safeguarding practices in the home are effective. Staff are aware of their responsibilities and the actions they need to take to keep children safe. Staff know the child extremely well and understand their behaviours and triggers. They consistently follow detailed risk and behaviour support plans to mitigate risk for the child. As a result, there have been no physical interventions, and incidents in the home are rare.

There have been occasions when the child has been missing from the home. Staff understand the factors leading to missing-from-care incidents. They are proactive in looking for the child and encouraging them to return home. When the child returns to the home, staff are sensitive and offer the child the opportunity to talk with an independent person. This allows the child to share any worries or concerns they may have. Professionals' meetings are held when incidents increase, and staff work collaboratively with the police and other professionals to reduce missing-from-care incidents.

The staff manage behaviour effectively. There have been no physical interventions since the last inspection. Staff have helped and supported the child to learn how to regulate their own behaviours. Staff use their research-based therapeutic training and consultations with the in-house clinicians to gain a better understanding of the child, their behaviours and responses to staff.

Staff support the child to understand how to keep themselves safe. Direct work, videos and discussions have all been used to support the child's understanding of the risks associated with the internet and sexual exploitation and how to recognise and maintain healthy relationships.

There is a strong response to safeguarding concerns. The manager ensures that allegations and complaints are quickly responded to. Information is promptly shared with the appropriate professionals, including the local authority designated officer. Records on safeguarding concerns and the actions staff have taken are comprehensive. These practices help to keep children safer.

The registered manager works proactively with safeguarding agencies, including social care professionals and the police. A police officer spoke positively of the effective partnership working between them and the home.

### **The effectiveness of leaders and managers: good**

Since the last inspection, there has been a change in the management of the home. The new manager and responsible individual have both worked hard to minimise the

impact on the child, staff and the home. They have developed a good understanding of the home, its progress and areas where development is required. They have high aspirations for the home and children who come to live there. Leaders, managers and staff are tenacious and have unconditional regard for children, putting them at the front and centre of their practice. They are committed to ensuring positive outcomes and have plans in place to continually develop the home and the quality of care afforded to children.

The manager has effective monitoring systems in place to review the quality of care children receive. He uses these well, along with independent visitor assessments, to continually assess and improve the quality of care. However, when carrying out the six-monthly review of the quality of care, the manager does not always include consultation with the child. This shortfall could potentially affect their ability to fully consider how the care provided by staff impacts on the child's progress.

A strength of the home is the continuity of care provided to children. There is a small team of staff, who work together well. Excellent communication ensures that the child receives consistent care, with clear routines and boundaries.

Staff say that they feel very well supported by the manager. They receive regular good-quality, practice-related supervision and participate in reflective team meetings. Staff are complimentary about the new manager's leadership style and how this has supported them to develop further in their roles.

The training offered to staff supports them to meet children's needs effectively. There is a comprehensive training plan in place, which includes specific training on topics such as missing from care, internet safety and child exploitation.

Staff and the manager work closely with a wide range of professionals so that children receive well-coordinated care. The manager challenges those who are not meeting children's needs, or when he feels that decisions are not in the best interests of the children. Feedback from professionals is good. They are positive about the care the child in the home has received and the actions that staff take to keep the child safe.

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

### **Recommendation**

- The registered person should carry out a review, at least once every six months, that focuses on the quality of the care provided in the home, the experiences of children living there and the impact the care is having on outcomes and improvements for the children. Reviews should be underpinned by the quality standards, as described in Regulations 5 to 14. The review should include consultation and feedback from the children, professionals and parents, where appropriate. It should also include what action the manager has taken in response to the feedback. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.2)

### **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:** Nicholas Morrall

## Inspector

Sonia Sullivan, Social Care Inspector

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