

SC460973

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 privately owned and provides care for up to three children with a variety of complex needs, including special educational needs and/or learning disabilities.

The manager has been registered with Ofsted since 2022.

Inspection dates: 11 and 12 March 2025

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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 5 March 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/03/2024	Full	Good
21/03/2023	Full	Good
15/12/2021	Full	Good
21/10/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

There were two children living at the home at the time of inspection. The children have lived at the home for a considerable amount of time and are settled. No children have come to live at the home or moved out of the home since the last inspection.

The inspector spoke to both children during the inspection, who spoke fondly of staff. Children have trusted and secure relationships with staff, which has led to them sharing worries and earlier life experiences. As a result, children have felt listened to and well supported.

Staff encourage children to take part in activities such as youth club and football. One child went on holiday and another child's bedroom was personalised based on their love of animals. This supports children's individual interests, and they feel valued.

Children attend school regularly and are making progress. Staff have helped children to become ambitious about and plan for their futures. When children cannot attend school due to their needs, staff liaise closely with professionals to find an alternative education provision. This ensures that the child is able to continue with their learning and experiences routine and structure.

Children are healthy. Staff encourage children to learn about healthy diets and lifestyles. Staff help children to attend appointments so their health needs can be addressed. Arrangements for medication are safe and effective.

Staff encourage children to spend time with their families and people important to them. As a result, children feel connected to their families and these experiences promote their identity.

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

Children feel safe living at the home and there have not been any significant incidents. Managers have clear and effective arrangements in place to reduce the risk of harm to children. Children's plans include known risks and offer staff guidance and strategies to reduce the risk of harm to children. These plans are regularly reviewed by the manager to ensure that they remain effective. There have not been any complaints. However, children can identify a trusted adult who they feel confident raising concerns with, and they know how to make a complaint.

Staff are able to identify when children require support to manage their behaviours and staff respond appropriately. When needed, the manager advocates on behalf of the child and liaises with the placing authority so that external support can be organised and provided to support the child. This ensures that children receive a well-coordinated response to meet their individual needs.

Where appropriate, staff help children to reflect on their behaviours and feelings. Staff provide education to help children to learn to keep themselves safe and develop skills they may need in the future.

One child's behaviours have increased as a result of emerging emotional needs. Staff have used physical intervention proportionately to keep them safe. When certain techniques are no longer effective, the manager consults with the staff team to identify alternative strategies to support the child. Any changes to children's behaviour management strategies are well thought out and are reflected in plans to achieve a consistent approach by staff.

When concerns about staff practice have been identified, the manager follows appropriate processes to ensure children are safe and investigates concerns in a timely manner. There is a clear rationale when decisions are made. This practice brings further safety to children.

The effectiveness of leaders and managers: good

There is a dedicated manager in post who is committed to improving the lives of children living at the home. They have been able to sustain positive changes made at the home since being appointed in the role three years ago. This brings stability for children and ensures they experience consistently good levels of care.

Staff working at the home speak warmly about the manager. They are happy working at the home and feel well supported. As a result, there is high morale in the team and staff share the same vision as the manager. The manager promotes staff development, and one member of staff has successfully completed a qualification to further her knowledge.

Staff receive supervision sessions. These are purposeful and take place regularly to help staff reflect on their practice and children's progress. Staff receive a range of training that supports them to care for children and meet their needs. Staff have been complimentary about the quality and range of training on offer and state that this enhances their skills and ability to provide good, safe care to children.

The manager's monitoring systems are highly effective. As a result, the manager can identify the strengths and when children's plans need adjustment to improve the quality of care. This ensures that the home is continually adapting and improving. No requirements or recommendations have been made because of 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: SC460973

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: Nicola Newton

Inspectors

Charlotte Love, Social Care Inspector

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