

## Children's homes – Interim inspection

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| <b>Inspection date</b>             | <b>14/02/2017</b>                                     |
| <b>Unique reference number</b>     | <b>1213416</b>  |
| <b>Type of inspection</b>          | <b>Interim</b>  |
| <b>Provision subtype</b>           | <b>Children's home</b>                                |
| <b>Registered provider</b>         | <b>Reflexion Care Group Limited</b>                   |
| <b>Registered provider address</b> | <b>Black Birches, Hadnall,<br/>Shrewsbury SY4 3DH</b> |

|                               |                       |
|-------------------------------|-----------------------|
| <b>Responsible individual</b> | <b>Gregory Watson</b> |
| <b>Registered manager</b>     | <b>Paul Bliss</b>     |
| <b>Inspector</b>              | <b>Elaine Cray</b>    |

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|--|-------------------|
| <b>Inspection date</b>   | <b>14/02/2017</b> |
| <b>Previous inspection judgement</b>   | <b>Good</b>       |
| <b>Enforcement action since last inspection</b>  | <b>None</b>       |
| <b>This inspection</b>   |                   |
| <b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b>   |                   |
| <p>This home was judged <b>good</b> at the full inspection. At this interim inspection, Ofsted judges that it has <b>improved effectiveness</b>.</p> <p>The young person, who has continued to live at this home since the last inspection in July 2016 continues to make exceptional progress.</p> <p>Effective partnership working contributes to excellent safeguarding outcomes for the young person. Staff are skilled in identifying and jointly reviewing risk management plans. As a result of careful risk management, the young person is now able to take part in college life, make new friends and have independent time away from the home.</p> <p>Strong staff relationships and close partnership working support the young person to no longer go missing, to have no involvement in child sexual exploitation or associations with drugs and alcohol. The young person can now regulate her own safety and makes no attempt to use her new-found freedom to access any inappropriate associations, or links to adults who pose a risk to children.</p> <p>Staffing arrangements in the home meet the needs of the young person. Staff and the young person maintain very positive relationships. The staff team has remained stable, and the young person appreciates staff members' resilience and commitment during some periods of extreme challenging behaviour. These positive relationships mean that the young person is more able to express her worries, and incidents of self-injurious behaviours reduce.</p> <p>Self-reflection is now a strength of the young person, and her comments included, 'I have good bonds with staff. I think about what I am doing now,' and, 'I feel I have matured more and I am safer.'</p> <p>The young person experiences significantly improved health outcomes. For example, staff are skilled at encouraging and sustaining the young person's engagement with mental health agencies. The young person now experiences greater emotional stability due to the support that she receives from staff and mental health workers. The young person's involvement in the regular review of medication is integral to her emotional health and progress.</p> <p>Staff support, and their sheer determination, encourage the young person to</p> |                   |

address a poor history of education attendance. The young person is fully involved in seeking out new placements, because she reflects and takes responsibility for those placements that have broken down. She clearly understands that education is key to growing up, she has a stable college placement and has a focus for future employment.

During the interim periods between placements, staff provide creative, yet structured, support to engage the young person in informal education at the home. Sessions include maths, creative writing, art work, making music, careers advice and a series of visits to museums.

Collaborative work with social workers, family members and the young person enables staff to support the young person to understand and manage family dynamics and develop greater emotional resilience. This emotional support enables the young person to manage some very difficult challenges at the moment. The placing authority fully appreciates the manager's and staff's skills in partnership working with family members.

The young person's social worker is also pleased with the young person branching out to become more independent. The work being completed by staff contributes to the young person preparing for semi-independent living, and the young person said: 'Do all my chores at the home now. Going all right, but don't like cooking – but have to do it. Do my budgeting and good at saving up for clothes. I now realise that I need to move on, and looking to move in April 2017. I think I will be ready then.'

Consultation in the home continues to improve. The young person understands and uses the home's complaints procedure to resolve her concerns. She grows in self-esteem because staff listen to and consult with her on a regular basis. The young person feels a greater sense of self-determination because the manager personally responds to the ideas and feelings that the young person either writes on a chalkboard or discusses in the home's weekly meetings. This sense of empowerment has a significant impact on the young person's self-belief and gives her a determination to positively move on to semi-independent living.

The registered manager's actions to address the recommendations from the last inspection promote better advocacy. The young person now has full information about the right to advocacy for children looked after and is well supported by an independent reviewing officer and has contact details for the Children's Commissioner. The young people's guide is also updated, which will benefit future children and young people who come to live at the home.

Quality of care is consistent, due to strategic and child-focused care planning. Recording in the home is of exceptional quality. Key-working records place the young person at the centre of face-to-face work, which covers a range of relevant and often challenging topics. Such child-focused recording means that the young person can return to and understand the support that she receives, the quality of

relationships, and her achievements.

The manager embraces feedback. He is quick to respond to independent monitoring visits, feedback from social workers and, most importantly, the views of the young person living at the home. Internal monitoring ensures that the home remains compliant with the children's homes' regulations and quality standards. There are no shortfalls arising from this inspection.

## Information about this children's home

This privately owned home is registered for two children and young people who have emotional and/or behavioural and learning difficulties. Education and therapeutic services are part of this home's statement of purpose.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 27/07/2016      | Full            | Good                 |

## **What the inspection judgements mean**

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference that adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This 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 Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'.

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