

# 1213416

Registered provider: Reflexion Care Group Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

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

**Inspection dates:** 15 to 16 November 2018

**Overall experiences and progress of children and young people, taking into account**      **good**

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:** 31 January 2018

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
31/01/2018	Full	Good
14/02/2017	Interim	Improved effectiveness
27/07/2016	Full	Good

## 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
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff 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. (Regulation 12 (1)(2)(a)(i))</p>	20/12/2018
<p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff help each child who is above compulsory school age to participate in further education, training or employment and to prepare for future care, education or employment. (Regulation 8(1)(2)(a)(ix))</p>	20/12/2018

### Recommendations

- Children must be consulted regularly on their views about the home's care, to inform and support continued improvement in the quality of care provided. Children should be able to see the results of their views being listened to and acted upon. ('Guide to the children's homes regulations including the quality standards', page 22, paragraph 4.11)
- Staffing structures should promote continuity of care from the child's perspective. ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.15)
- The children's home must produce a children's guide. The children's guide should

help children to understand how they can access advocacy support or independent advocacy if eligible. ('Guide to the children's homes regulations including the quality standards', page 24, paragraphs 4.21 and 4.22)

## **Inspection judgements**

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

Staff develop warm and nurturing relationships with young people. One young person told the inspector about her key worker by saying, '[The name of the member of staff] is really warm. She always has time for you and is really helpful.' Social workers also say that staff help young people and support them through difficult times.

Staff support young people to have their views heard through young people's meetings and to be able to contribute ideas to staff meetings. However, managers do not always involve young people in reviewing the quality of care. This creates a missed opportunity for young people to have their voices heard in the formal monitoring of the service.

Young people know how to make a complaint and staff ensure that young people receive a written response once their complaint has been thoroughly investigated. However, young people do not have access to an independent advocate. This limits their opportunity to speak to someone independent of the staff.

The organisation provides young people with access to therapeutic support. This service enables young people to access therapy sessions. Staff also benefit from the service. For example, therapists will offer staff advice on how to support young people's emotional needs. Consequently, young people find new ways to manage their emotions.

Staff welcome young people who are new to the home through careful early planning. This includes planning to meet the young person before their admission. This can include going out on a fun activity. This helps the young person to get to know the staff who will be caring for them, before their admission.

Staff support young people to attend medical appointments. Consequently, young people's physical and emotional health improve.

Staff promote the importance of education by working closely with schools and colleges. However, when young people are not able to attend school or college staff do not explore other opportunities to promote the young person's learning.

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

Young people are supported to take age-appropriate risks. For example, staff work closely with young people to help them to understand what a risk is. Staff understand the risks that young people can face when they go missing from the home, including the risk of sexual exploitation. Staff make sure that they welcome young people back to the home and help young people to talk through any issues that may be upsetting them. However, staff

have not brought a young person's risk assessment up to date after an incident happened in the car. This leaves the young person, other young people and the staff at risk.

The registered manager ensures that the organisation's recruitment process protects young people from the danger of unsafe adults working with them.

The registered manager reviews physical interventions, rewards and sanctions, and gives advice to staff on their proportionality and effectiveness. Because of this monitoring the number of physical interventions has reduced.

When parents raise safeguarding concerns, the registered manager ensures that the designated officer is informed. This openness to share information means that all investigation procedures are followed, and staff are given the opportunity to learn lessons from incidents.

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

New staff benefit from a good induction. Ongoing training means that the specific needs of the young people are met. The registered manager looks for training opportunities such as using social media sites to inform staff about the risks from gangs and county lines. This means that staff have access to up-to-date knowledge to develop their practice so that young people stay safe.

The manager is aspirational in her care of young people. She works closely with senior staff members to develop appropriate plans for young people.

Although the registered manager works hard to ensure that young people experience consistent care from staff they know and trust, young people have raised concerns over some of their staff being moved to other homes. This has compromised how young people view their continuity of care.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

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:** 1213416

**Provision sub-type:** Children's home

**Registered provider:** Reflexion Care Group Limited

**Registered provider address:** Black Birches, Hadnall, Shrewsbury, Shropshire SY4 3DH

**Responsible individual:** Gregory Watson

**Registered manager:** Jeanna Trachonitis

## Inspector

Karen Gillingwater, social care inspector

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