

1256638

Registered provider: Reflexion Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It is registered to provide care and accommodation for young people who have learning disabilities and/or who may exhibit complex behaviours because of their childhood experiences. The home provides care for up to three young people.

The registered manager has been in post since the home opened in October 2017. He holds a level 5 qualification in leadership and management.

Inspection dates: 5 to 6 August 2019

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: 12 February 2019

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/02/2019	Interim	Improved effectiveness
29/08/2018	Full	Requires improvement to be 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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1)(2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii))</p>	13/09/2019
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that helps children aspire to fulfil their potential; and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff work as a team where appropriate; ensure that the home's workforce provides continuity of care to each child; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(b)(e)(h))</p>	13/09/2019

Recommendations

- Any child who has been restrained should be given the opportunity to express their feelings about their experience of the restraint as soon as is practicable, ideally within 24 hours of the restraint incident, taking the age of the child and the circumstances of the restraint into account. In some cases, children may need longer to work through their feelings, so a record that the child has talked about their feelings should be made no longer than 5 days after the incident of restraint (Regulation 35 (3)(c)). Children should be encouraged to add their views and comments to the record of restraint. ('Guide to the children's homes regulations including the quality standards', page 50, paragraph 9.60)
- The children's guide should help children to understand: how they can access advocacy support or independent advocacy if eligible; and how to contact the Office of the Children's Commissioner. ('Guide to the children's homes regulations including the quality standards', page 24, paragraph and 4.22)
- The registered person should have a workforce plan which can fulfil the workforce related requirements of Regulation 16, schedule 1 (paragraphs 19 and 20). The plan should be updated to include any new training and qualifications completed by staff while working at the home, and used to record the ongoing training and continuing professional development needs of staff – including the home's manager. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)

Inspection judgements

Overall experiences and progress of children and young people: good

Staff work closely with teachers to ensure that young people sustain good school attendance. Staff help young people to make academic progress by supporting them in school and praising them when they do well. When the time is right, staff help young people to search for college places. Therefore, staff help young people to value education and to develop aspirations for their futures.

Staff support young people to prepare for their futures. For example, young people complete an independence folder that focuses on key issues such as budgeting, healthy eating and support networks. Staff also support young people to take age-appropriate risks. For example, a young person can use public transport independently.

Staff actively support young people to maintain links with people who are important to them. This includes staff travelling long distances to support young people with visits to see their families. This positive approach supports young people to rebuild important relationships.

Young people live in a warm and nurturing environment. Staff offer young people hugs and show signs of affection. Staff talk to young people about emotions and things that

are troubling them, such as making friends and family relationships. This helps young people to build trusting relationships with staff and to develop resilience and emotional well-being.

Staff encourage young people to have a say in decisions about their care through regular planned meetings and day-to-day discussions. When young people are unhappy, staff arrange for them to speak to an independent person. Young people know how to complain and how to exercise their rights.

Young people are offered a range of activities. This can include going karting, swimming and trampolining. Staff support young people to develop their hobbies and interests such as attending Army Cadets and St John Ambulance Cadets. This helps young people to develop social skills and to make friendships in the local community.

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

Young people rarely go missing from the home. When they do go missing, staff react promptly to safeguard the young person. When they return to the home, staff welcome them back and try to understand the reason why the young person made the decision to go missing. Staff request independent return home interviews from the local authority. However, when these interviews are not provided, managers do not escalate their concerns with the local authority. This leaves young people without the opportunity to talk to someone independent of the home.

Young people's risk assessments and behaviour management plans do not always have advice and guidance for staff on how to deal with young people's vulnerabilities that can put them at risk. This means that staff do not have all the information that they need to safeguard young people.

Staff educate young people about online risks. However, staff have not considered the risk to young people from online gaming.

Staff only use sanctions sparingly. Instead, staff help young people to reflect on their behaviour. The use of de-escalation techniques means that staff rarely need to use physical intervention. Clear recording of incidents shows that restraint is only used as a last resort. Following an incident of restraint, staff talk with young people and comfort them if they are upset. However, staff do not encourage young people to comment on the record of restraint in their own words.

Staff receive a range of training opportunities, including essential courses such as safeguarding and first aid. In addition, they receive training that is specific to individual young people. This helps staff to understand the complex needs of young people in their care.

The effectiveness of leaders and managers: good

The registered manager is a visible and accessible leader. He ensures that his staff team

members have access to appropriate facilities and resources to support their ongoing training needs.

Professionals say that the registered manager and staff work positively with them and that young people have made good progress from their starting points because of the care that they have received from the registered manager and his staff.

Managers are diligent in ensuring that staff who come to work at the home are subject to the required safe recruitment checks before they start to work with young people.

Staff have either achieved a level 3 diploma in residential childcare or are working towards the award. They receive regular supervision and an annual appraisal, and they are positive about the support that they receive from the registered manager.

The registered manager does not always ensure that young people experience consistent care when cover staff are required. This can sometimes leave young people receiving care from less familiar members of staff who do not have the same level of knowledge on how to meet their individual care needs.

The registered manager's monitoring of the quality of care does not always pick up omissions in recordings. For example, minutes of team meetings do not always have a record of staff who have attended. Young people do not have information about how they can access the support of an advocate nor about organisations who can offer them support such as the Children's Commissioner.

Managers do not keep staff rotas in accordance with regulation. This shortfall means that the rotas remain unclear about when staff have been in contact with young people should this information be needed in the future.

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: 1256638

Provision sub-type: Children's home

Registered provider: Reflexion Care Group Limited

Registered provider address: Reflexion Care Group Limited, Black Birches, Hadnall, Shrewsbury, Shropshire SY4 3DH

Responsible individual: Gary Johnson

Registered manager: Simon Elgerton

Inspector

Karen Gillingwater: social care inspector

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