

1256638

Registered provider: Reflexion Care Group Limited

Interim 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 children who have learning disabilities and/or who may exhibit complex behaviours because of their childhood experiences. The home provides care for up to three children.

Inspection date: 24 February 2020

Date of last inspection: 6 August 2019

Judgement at last inspection: good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection.
At the interim inspection, Ofsted judges that it has sustained effectiveness.

Since the last inspection, the registered manager has left the company. Senior managers have taken swift action to appoint a permanent manager. Staff said that they have been supported during this period of change and that there has been no impact on children's care.

One of the two requirements raised at the last inspection is now met. Internal monitoring systems have been strengthened and managers now keep accurate staffing rotas and team meeting minutes. The home is now fully staffed, and children receive consistent care. However, the staff's understanding of keeping children safe online remains weak. One child was able to view inappropriate content online on five occasions before staff acted. Behaviour management plans and risk assessments have not been updated with advice on how to de-escalate a child's difficult behaviours in enough detail.

Children feel safe. Children are confident that any complaints will be dealt with and they said they have trusted staff they can talk to. Positive relationships and clear guidance about routines and boundaries mean that incidents are rare. No children have gone missing from the home since the last inspection.

Managers and staff prioritise children's education and are committed to ensuring that children are engaged in appropriate educational activities. Staff contact schools and advocate for children when they are concerned that children are not achieving their academic goals. This means that children learn to value education and are making progress.

Staff support children to develop social skills and relationships, and to enjoy healthy living. Good-quality daily experiences help children to make progress. All children attend therapy and the care team works in partnership with the home's clinical team to update behaviour management plans and placement plans to ensure that children make progress with their emotional health. This means that children's holistic health needs are met.

Managers and staff do not always take up all opportunities to record praise for children's positive achievements and acts of kindness. This represents a missed opportunity to formally recognise children's individual achievements.

Managers have not updated the statement of purpose with the most up-to-date information about staff working in the home. This means that local authority commissioners and the regulator do not have the most up-to-date information about the qualifications and experience of the staff team.

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|---------------------------------|
| 06/08/2019 | Full | Good |
| 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—</p> <p>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;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>manage relationships between children to prevent them from harming each other;</p> <p>take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1)(2)(a)(i)(iii)(iv)(vi))</p> | 29/03/2020 |
| <p>The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b))</p> | 29/03/2020 |

Recommendations

- Equally, staff should understand the system for rewarding and celebrating positive behaviour and recognising where children have managed situations well. ('Guide to the children's homes regulations including the quality standards', page 47, paragraph 9.39)

Information about this inspection

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.

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: 1256638

Provision sub-type: Children's home

Registered provider: Reflexion Care Group Limited

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

Responsible individual: Gary Johnson

Registered manager: Position Vacant

Inspector

Karen Gillingwater, Social Care Inspector

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