

2563818

# Assurance visit

## Information about this children's home

The home is owned by a private company and is registered to provide care for three children who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

The home registered with Ofsted in January 2020. A registered manager is in post. The manager has a level 5 qualification in leadership and management.

**Visit dates:** 7 to 8 October 2020

**Previous inspection date:** Not previously inspected

**Previous inspection judgement:** Not previously inspected

## Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

## **Findings from the visit**

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

### **The care of children**

Staff use their relationships with the child to talk about difficult issues and to give advice and help when needed. For example, staff use planned meetings and day-to-day discussions, to give the child advice about future careers and managing close relationships. The child told the inspector that he likes the staff and values their help. Consequently, the child is thriving emotionally and socially.

Throughout the COVID-19 pandemic, staff have continued to promote the young person's learning and education. They have encouraged the child to engage with an online tutor. Staff have also worked creatively. For example, they have encouraged the child to complete an online course in food hygiene. Because of this consistent support, the child aspires to work as a chef and to have his own restaurant.

During the national lockdown, staff have supported the child to have contact with his family and people who are important to him.

Much of the home is well furnished and well presented. Despite this, the child's bedroom has a broken wardrobe with protruding hinges, which has the potential to pose a hazard. The driveway is untended with weeds growing through the gravel. This means that the approach to the home does not look inviting and homely.

### **The safety of children**

Since the monitoring visit in July 2020, the child has been missing from the home on one occasion. The child went to great lengths to go missing and staff followed agreed plans to keep him safe. However, staff failed to show enough professional curiosity when the child asked staff not to disturb him in his bedroom for a prolonged period. Following this incident, managers have liaised with social workers and have taken prompt action to ensure that additional measures are in place to keep the child safe.

Staff and managers take their duty to safeguard the child extremely seriously. Managers work closely with social workers and the local police and attend all multi-agency risk management meetings. Throughout the COVID-19 pandemic, managers have ensured that there is good communication with other agencies to maintain a joined-up approach in meeting the child's needs.

Staff use their skills and knowledge of the young person to successfully manage and de-escalate his sometimes challenging behaviours. This means that the incidents of the child going missing from the home have decreased and the use of physical intervention is low.

## Leaders and managers

Managers have ensured that requirements made at a monitoring visit on 3 June 2020 are met. Shortfalls in staff training have been addressed and all staff have completed online training in attention deficit hyperactivity disorder and oppositional defiant disorder. Children's plans now include advice to staff about the effect on the child of these conditions and strategies to help staff to manage his complex behaviours. Risk assessments give staff clear guidance about supervising the child when he is using knives for cooking. Managers continue to use monitoring systems, including feedback from professionals, to improve the quality of care for the child.

Despite the challenges brought by the COVID-19 pandemic, managers have consistently challenged social workers in keeping the child safe. Managers are strong advocates for the child and work exceptionally hard to ensure that he has all his needs fully met.

The manager ensures that the child has a strong voice in planning for his future. The manager has arranged for the child to have the services of an advocate to successfully challenge the local authority about shortfalls in planning for his future care and support.

Feedback from professionals working with staff and managers at the home is extremely positive.

## 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—</p> <p>that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health.</p> <p>(Regulation 12 (1)(2)(d))</p>	21/11/2020

## Recommendations

- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. Children's homes must comply with relevant health and safety legislations (alarms, food hygiene etc); however in doing so, homes should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)

## Children's home details

**Unique reference number:** 2563818

**Registered provider:** Reflexion Care Group Limited

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

**Responsible individual:** David Roach

**Registered manager:** Lee Beardmore

## Inspector

Karen Gillingwater, Social Care Inspector

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