

2563818

Registered provider: Reflexion Care Group Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private organisation. It is registered to provide care for up to three children.

The home is led by an experienced manager, who registered with Ofsted in January 2020.

Inspection dates: 3 November 2022

Date of last inspection: 3 and 4 May 2022

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

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

The care of children

Since the last visit, no children have moved in or out and one child remains living at the home.

The child is provided with a warm and homely environment. Improvements have been made to the decor. Pictures and artwork are scattered around the home and fresh carpets have been purchased for several rooms. The child has access to his own personal space where he enjoys spending a lot of his time. The child feels a sense of pride in his home.

A consistent team provides good-quality care to the child, and he has developed trusting relationships with staff. The child has opportunities to discuss any concerns that he may have through direct work and on-to-one conversations with staff. Positive relationships between the staff and the child help to promote his welfare.

The child is making measurable progress with his education. Staff and managers are aware of barriers that result in the child being reluctant to attend education. However, good efforts are made to support him to overcome these barriers and staff liaise regularly with his teachers to review his timetable. Despite a considerable amount of education missed historically, the child is being entered to complete functional skills qualifications. This shows that his educational needs are being well supported.

The child's health needs are actively promoted. Staff and the manager work tirelessly alongside clinical support staff to reassure the child when he worries about attending health appointments. Since the last inspection, the child has attended appointments with an optician and a dentist is arranging to attend his very first statutory health assessment.

Staff help the child to express his views in a way that he is most comfortable with. Staff respect the child's view of not wishing to sit down and meet formally on a regular basis. The child expresses his views during informal 'general chats' which are used to form the basis of his care and plans. Because of this, the child feels listened to and respected.

The safety of children

The manager and staff ensure that risk management plans are in place and understood by all. The manager reviews risk management plans and adds new information when needed. For example, due to the child's main interest and hobby

being online gaming, the manager ensures that staff receive the relevant e-safety training to reflect this and are competent to complete the relevant online checks. This means that staff are equipped to safeguard the child when he accesses the internet.

Staff understand how to manage the child's behaviour effectively and successfully de-escalate challenging situations. As a result, positive relationships develop, and incidents have reduced.

Health and safety systems are robust. When the child does not participate in a fire drill, direct work takes place to ensure that he is aware of the correct procedure. The home's fire risk assessment is not completed and reviewed by a competent person and so potential areas of concern may get missed.

The effectiveness of leaders and managers

A permanent, suitably experienced and qualified registered manager manages the home.

The seven requirements made at the last inspection have been met. The manager is aware of the strengths and weaknesses of the home. He completes a recently implemented auditing tool weekly that enables him to maintain effective oversight of the service.

Staff informed the inspector that the manager's monitoring gives them the confidence to fulfil their role as they quickly become aware of anything that is missed. The manager uses findings to increase staff's knowledge and development. For example, a refresher in managing allegations has been scheduled for the next team meeting.

The child is aware of how to raise concerns and, when he does, the manager takes these seriously. The manager follows the correct processes and keeps the child up to date with what is happening. As a result, the child feels listened to and his welfare is promoted.

A small and consistent team of core staff supports the child. All but one member of staff hold the required level 3 diploma. The one staff member is currently working to achieve this, and plans are in place to ensure that they complete this within the required time frame. Staff are also provided with a wide range of training that informs their practice and meets the child's individual needs.

The manager and staff develop positive relationships with the child's family and professionals. This collaborative approach results in the child receiving good-quality and coordinated care.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/05/2022	Full	Requires improvement to be good
20/04/2021	Full	Good

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that the home complies with relevant health and safety legislations, such as alarms, food hygiene. This includes the registered person ensuring that a competent person is responsible for completing the fire risk assessment. ('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: Fitzroy Academy, Cruckton, Shrewsbury SY5 8PR

Responsible individual: Craig Wilson

Registered manager: Lee Beardmore

Inspector

Kev Brammer, Social Care Inspector

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