

# 1213416

Registered provider: Reflexion Care Group Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home provides care for two children with complex needs. A private provider operates the home.

The manager was registered in November 2022. He is in the process of completing his level 5 qualification.

### Inspection dates: 14 and 15 February 2023

**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      requires improvement to be good

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 15 September 2021

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
15/09/2021	Full	Outstanding
09/10/2019	Full	Outstanding
15/11/2018	Full	Good
31/01/2018	Full	Good

## Inspection judgements

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

Two children currently live in the home. Since the last full inspection, one child has left the home and one child has moved in.

Children have trusting relationships with staff. Positive relationships are clear to see between staff and children. Staff talk to children with warmth and humour. Opportunities to enjoy different activities and find hobbies and interests are plentiful. One child sings at open mic nights and another child plays for the local football team.

Children live in a clean and warm environment. They have their own bedroom and lounge areas. One child has been helped to personalise their lounge by staff. The child told the inspector, 'I really like my lounge. I like how homely it feels.' When shortfalls in the home's environment are identified, the registered manager ensures repairs are carried out in a timely way.

Both children go to school full time. One child has made good progress since the last full inspection, maintaining regular attendance. When children have found it difficult to attend school, staff have worked with the school and other professionals to find another placement. This is to ensure children can continue working towards their exams and make progress in their education.

Staff do not always promote healthy and appropriate relationships between children. For example, one child said that they find it difficult living with another child. The registered manager has not taken appropriate action to address this, and children's relationships have not improved. As a result, children are not provided with opportunities to resolve conflicts positively.

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

Staff respond well when children go missing from the home. They look for children to ensure they are found safe. Staff follow missing-from-home protocols and contact police to report children missing. When one child was missing for a significant period, staff made every effort to support the child, remaining in contact with them and encouraging them to return home.

When allegations are made, leaders and managers respond effectively. Children are listened to and they take action to protect them.. External agencies are informed, and advice is sought and followed. Decisions are made in appropriate timescales and follow-up actions are completed. These actions promote children's safety and well-being.

When physical intervention has been used, this has been proportionate and well managed. Staff use de-escalation techniques to reduce risk where possible. Staff

support children to discuss incidents and reflect on their feelings. This approach aims to reduce restraints and promote children's well-being.

Staff have the skills to understand children's complex needs. They work with the home's therapist to develop ways to support children. Therapy is available to all children who live in the home. One child has made progress with their emotional health and well-being because of regular therapy sessions..

### **The effectiveness of leaders and managers: requires improvement to be good**

The manager has recently registered with Ofsted. The previous manager left his role on 25 October 2022, moving on to open a new service in the company. The registered manager is supported by a suitably qualified and experienced staff team. While there have been changes in the leadership and management team, the staff have remained consistent in children's lives.

Leaders and managers' monitoring was not effective in identifying shortfalls when one child's health and well-being was at risk. Staff did not ensure they sought sufficient medical advice when a child had a serious health need. The manager did not satisfy himself the child was safe and did not notify Ofsted of this incident.

Leaders and managers do not always monitor the quality of care effectively. The registered manager has not identified areas for development in staff practice. For example, a consequence given to a child was not proportionate. The registered manager did not review or challenge the use of this consequence with staff.

Staff receive mandatory training at induction. However, not all staff have received specific training around children's behaviours to ensure they can meet children's needs. The manager did not have monitoring systems in place to identify or address this shortfall.

Staff speak positively about the home and the support they receive from the registered manager. They talk passionately about the support they provide to children and about delivering child-focused care. Supervisions and appraisals are regular and give staff the opportunity to reflect. New staff receive a thorough induction and mentoring from experienced staff. These supportive systems mean that staff feel valued and happy, which ensures good levels of care for children.

The manager works in partnership with a range of external professionals. Professionals told the inspector that communication with staff and the manager is good. They are positive about the care and support that children are receiving and that children have made good progress from their starting points.

## 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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>help each child to develop and practise skills to resolve conflicts positively and without harm to anyone. (Regulation 11 (1)(a)(b)(c) (2)(a)(iv))</p> <p>This specifically relates to helping children develop skills to have positive relationships with each other and to resolve conflicts.</p>	<p>11 April 2023</p>
<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—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))</p>	<p>11 April 2023</p>

<p>In particular, the registered manager should ensure that monitoring systems are used to review the quality of care children receive and to support the development of the service.</p>	
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>there is any [other] incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e))</p>	<p>11 April 2023</p>

## Information about this 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:** 1213416

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

**Registered provider:** Reflexion Care Group Limited

**Registered provider address:** Fitzroy Academy, Cruckton, Shrewsbury SY5 8PR

**Responsible individual:** Craig Wilson

**Registered manager:** Brett Thomas

## Inspector

Carl Wilton, Social Care Inspector

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