

# 1256638

Registered provider: Reflexion Care Group Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is registered to provide care for up to three children who have suffered adverse childhood experiences that have led to associated trauma and presenting complex behaviours. Children may have learning disabilities. The home is privately owned and forms part of a large social care organisation, which offers an education service and therapeutic support.

### Inspection dates: 14 and 15 March 2023

<b>Overall experiences and progress of children and young people, taking into account</b>	<b>good</b>
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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:** 22 November 2021

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/11/2021	Full	Good
24/02/2020	Interim	Sustained effectiveness
06/08/2019	Full	Good
12/02/2019	Interim	Improved effectiveness

## Inspection judgements

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

At the time of the inspection, two children were living in the home. Both children have lived there for over two years. One child has recently moved out. Children currently being cared for are settled and feel well supported. Children say they like living in the home and like the staff.

Since the last inspection, one child, who lived at the home for over three years, has moved to live independently. Staff worked closely with the placing authority and helped the child to move home in a positive way, staff continued to visit him after the move. This means children have a positive experience when leaving the home.

Children receive high quality support to prepare them to live independently. Independence plans set realistic, measured targets to allow children the opportunity to learn life skills such as shopping, cooking, budgeting, and using public transport. Children review their progress regularly with staff and set their own targets. This individualised support means children develop confidence around practical skills ready for when they move on.

The home has recently been re-decorated and new blinds have been fitted throughout the home. This home is comfortable, homely, and well maintained. Children are encouraged to personalise their bedrooms with a choice of decorative features and other personal items such as family photos. The dining room remains the centre of the home where children and staff sit together to enjoy their evening meal.

Staff ensure children's physical health needs are met. Children are registered with local health services and attend appointments when needed. The home's therapist works alongside the registered manager and staff to develop strategies to support children with their emotions. In addition, the home's therapist provides direct support to children each week and sessions remain available to children whether they choose to attend or not. This approach means children's physical and emotional health improves over time.

Children have full time education placements. Children regularly attend and are making progress. Staff help children to understand the importance of education and have high aspirations for them. They have advocated for children to ensure they receive bespoke packages to meet their individual needs. Staff work closely with children's education placements each day to support sustained progress.

Staff encourage children's hobbies, interests, and talents. Staff arrange for them to attend local clubs. One child was recently playing for the local rugby club and another child was involved in a stage production at drama club. Children also enjoy several activities with staff. Staff capture these moments with photographs and

memory books. Staff recently arranged an event to raise money for a selected charity.

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

Children's plans are well recorded, regularly reviewed and updated. They have clear strategies for staff to follow and keep children safe. Children are involved in the process of reviewing their plans. Children's views are secured regularly in their "own plan" their views are then recorded and staff and the manager advocate on behalf of children. Furthermore, one child has worked with staff to amend their 'traffic light' plan. The plan allows the child to identify how they are managing with their emotions and daily routines. This individualised approach means children feel listened to and valued.

Children do not go missing from the home. Staff understand the protocols and have received training to ensure they know how to respond if a child does go missing from home. Protocols are also evidenced in children's individual management plans. When children have left the home unplanned, staff ensure they keep children in sight and use their skills to return the child home safely.

Medication is not always administered correctly. On the one occasion there was an error this wasn't identified by staff or the registered manager. When the error was identified appropriate action was taken. Extra learning has been provided to staff and adjustments have been made to the medication routine in the home. Monitoring systems are now in place. The changes have ensured no further errors have occurred.

Restraints are rarely used. When restraints have been used, they aren't always proportionate. For example, on one occasion a child was restrained on the floor by three members of staff, however this isn't the most common restraint used, on other occasions restraints have been effective in supporting children and helping to manage their emotions.

Staff understand the risks posed to children online. On one occasion where a child placed themselves at risk, appropriate action was taken. The child's immediate safety was secured. Staff talked to the child about the risks and sourced additional resources through research and external professionals to help and support them, however on this occasion the registered manager did not notify Ofsted of the serious incident.

### **The effectiveness of leaders and managers: good**

The registered manager is suitably experienced, creative, passionate and child focused. She is supported by a well-qualified and experienced team who share her passion and child focused approach.

The manager has strong relationships with children. She takes pride in the progress children are making and regularly seeks their views. She continues to advocate for children when necessary and has high expectations for them. This approach means that children benefit from trusting relationships and helps them feel settled.

Staff speak positively about working in the home and feel well supported the manager. Staff receive regular supervision and annual appraisals. which are reflective and assess staff performance. Staff are encouraged to develop and progress in their roles. The manager ensures that all staff have the capability to perform tasks and provides resources to support their development.

The manager demonstrates effective partnership working. Feedback gathered during the inspection was very positive. A professional for one child said, "the manager and her staff have gone above and beyond in advocating for my child, making him feel safe and comfortable, if I could choose a residential placement for any of my young people, it would be this home" This demonstrates the commitment and child focused approach displayed by the manager and staff team.

Staff receive an in-depth, good-quality induction that includes face-to-face training in supporting behaviour and the company model of care, however there are some gaps identified around training specific to meeting children's needs. The manager has not developed monitoring systems to address this shortfall therefore some staff have not received the appropriate training. Although staff have good knowledge and understanding of children. This could compromise staff's ability to safely care for children.

The use of children's door alarms has not been used appropriately. Children's presenting risks have not been fully considered, and their views have not been regularly secured. There has not been any multi-agency review to support the use of door alarms. This has potential to impact on children's overall experiences.

## 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>Restraint in relation to a child is only permitted for the purpose of preventing—</p> <p>injury to any person (including the child); serious damage to the property of any person (including the child); or a child who is accommodated in a secure children's home from absconding from the home.</p> <p>Restraint in relation to a child must be necessary and proportionate. (Regulation 20 (1)(a)(b)(c)(2))</p>	26/04/2023
<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>	26/04/2023

## Recommendations

- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs, and should understand the key role they play in the training and development of staff in the home. ('Guide to the children's homes regulations, including the quality standards', page 53, paragraph 10.11)
- The registered person to ensure that children are supported to express themselves as individuals and should be given an appropriated degree of freedom and choice in relation to day to day arrangements for their care, depending on their individual needs. Where a child's preference cannot be met for safeguarding reasons, staff should discuss this with the child to help them understand why. ('Guide to the children's homes regulations including the quality standards', page 17, paragraph 3.21)

## 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:** 1256638

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

**Registered provider:** Reflexion Care Group Limited

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

**Responsible individual:** Gary Johnson

**Registered manager:** Sophie Thomas

## Inspector(s)

Carl Wilton, Social Care Inspector



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