

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 up to two children with complex needs. A private provider operates the home.

The manager registered in July 2023 and is suitably qualified and experienced.

Inspection dates: 1 and 2 November 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 outstanding

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

Date of last inspection: 14 February 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 14/02/2023 | Full | Good |
| 15/09/2021 | Full | Outstanding |
| 09/10/2019 | Full | Outstanding |
| 15/11/2018 | Full | Good |

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. Since the last inspection, one child has moved out and another child has moved in. Children are settled and feel well supported. Children say they are happy living in the home and have good relationships with staff.

Staff manage moves into and out of the home well. One child's experience was quite traumatic due to the sudden ending of their previous placement. However, the nurturing and empathetic approach from staff helped the child to reduce their anxiety and quickly settle. Additionally, when children move on from the home, this is well planned, which ensures that children have a positive ending. Staff also remain in touch with children who have left.

Staff ensure that children's physical and emotional health needs are well met. Children are registered with local health services and attend routine health appointments. Additionally, therapists provide individual support to children through weekly sessions. Therapists also work alongside the registered manager and staff to develop strategies to support children and meet their needs. This approach means that children's physical and emotional health can improve over time.

Children are in full-time education. They regularly attend and are making good progress from their starting points. Staff help children to understand the importance of education and have high aspirations for them. Staff maintain close working relationships with teachers and support children in school when difficulties arise. This ensures that children have positive experiences and make good progress towards their learning.

Staff value children's relationships with their families and encourage them to regularly spend time with the people who are most important to them. Staff advocate on children's behalf and put forward their wishes about spending time with family. When relationships become difficult, staff are proactive and work to resolve any conflicts. This approach means that children have access to positive family time and maintain their identity.

Staff encourage children's hobbies, interests and talents. They arrange for children to attend local clubs. One child is currently auditioning to take part in a theatre production and sings at local open mic events. Staff capture these moments with photos and memory books. They also encourage children to donate their old or unwanted belongings to charity.

The home is comfortable and well decorated. Children have access to their own lounge area and are supported to personalise their bedrooms. In contrast, one child's ensuite bathroom needs repair because of water damage. The manager has taken steps to address this. However, repairs had not taken place by the end of the

inspection. This could potentially have an impact on the child's health and well-being.

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

Children have detailed risk management plans, which are regularly reviewed and updated. They provide very clear guidance and strategies for staff to follow to keep children safe. Staff understand children's needs well and are proactive at following children's risk assessments. As a result, staff know what to do to keep children safe.

Children rarely go missing from care. When they do, staff follow clear procedures to ensure that children are kept safe. Staff search for children and report them as missing to the police. When children return, staff speak to them to try and understand what has happened while they have been away from the home and offer support and reassurance.

Since the last inspection, no allegations have been made by children. However, there has been one complaint made about the previous manager. Leaders and managers have responded efficiently and effectively. They ensure that information is promptly shared with external agencies. Follow-up investigations have been carried out and an appropriate outcome has been achieved. Safeguarding processes are effective.

Generally, children have positive relationships. When children have disagreements, staff act promptly to ensure that these are well managed and children are kept safe. Staff speak to children following incidents to explore better ways of managing their emotions when they are feeling angry or upset. This ensures that children acquire skills to understand their emotions and resolve their conflicts.

Staff support children well when they are in crisis. For example, when one child disclosed that they wanted to seriously harm themselves, staff were proactive at securing immediate medical help and support. Risk management strategies were reviewed, and specialist support was put in place. This allows children to feel safe and valued.

The effectiveness of leaders and managers: outstanding

Management monitoring and oversight of the home are robust. The manager has developed exceptional monitoring systems that allow him to carry out effective reviews of the quality of care provided to children. This approach ensures that improvements are continually made to enhance children's progress and experiences.

The manager has strong relationships with children. He is inspirational, confident, ambitious and child focused. He spends time with children and is a strong advocate for them. He speaks fondly of their progress and achievements. He listens and responds to children's views on their experiences and progress. The positive impact the manager has had is recognised by children, professionals and staff.

Leaders and managers promote continuity of care for children. The home is fully staffed, and cover staff are only used when necessary. Additionally, staff speak positively about working in the home and feel well supported by the manager. Staff receive regular supervision and annual appraisals, which are reflective and assess their 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 practice and development.

The manager has made significant improvements to the training since the last inspection. Staff are now up to date with all their training and receive training that is specific to meeting children's complex needs. In addition, the manager has introduced research-informed practice, and specialist services provide support during team meetings to further enhance staff's learning and development.

The manager and staff have built excellent joint working relationships with a range of professionals. Professionals speak highly of the support provided for children and the positive impact this has on children's lives. The manager has a great understanding of local services available to support children and understands the importance of securing external services to help meet children's needs.

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

- The registered person should ensure that appropriate repairs and improvements are made to a child's ensuite bathroom. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: Michael Pearce

Inspectors

Carl Wilton, Social Care Inspector

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