

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 with Ofsted in July 2024 and is suitably qualified and experienced.

Two children were living in the home at the time of this inspection and both talked about their experiences of the home with the inspector.

Inspection dates: 14 and 15 August 2024

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: good

Date of last inspection: 1 November 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/11/2023	Full	Good
14/02/2023	Full	Good
15/09/2021	Full	Outstanding
09/10/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children enjoy positive relationships with staff and say they can talk to them about any worries they may have. Both children said they like living in the home and would recommend it to another child.

The home is a large, old property surrounded by fields. There is plenty of room for children and adults to eat together and spend time playing games or to have time apart when needed. Parts of the home have been redecorated and the home is clean and pleasant. Despite one of the children's bathroom's being replaced since the last inspection, problems with the water flow in the property has led to the toilet becoming unpleasantly stained again. This is currently being investigated to find a more lasting solution.

Staff understand the importance of education and both children's attendance at school is excellent. One of the children completed mock exams this term and is looking at their post-16 options.

Children enjoy getting involved in a wide range of activities in the home, celebrating festivals and holidays together with staff. They also explore their own interests in the community. As well as spending time with friends, one child is an RAF cadet and another completed a project to raise awareness about rescue dogs and to raise money for the local dog's' home. Memory books and photographs capture these special occasions, celebrations, and children's achievements.

Children are in good general health and are supported to attend their routine health appointments. Staff understand, and are confident in working within the home's therapeutic model, a child focussed approach informs the strategies staff use to support children. Weekly therapy sessions are provided by an in-house therapist. Staff work with children to ensure they are prepared to take part in these sessions. A flexible approach to arranging these sessions, for example by conducting them while walking a dog, has encouraged one of the children to re-engage with therapy after a period of not wanting to attend.

Staff are sensitive to children's needs and supportive of them exploring and attempting to understand their identity. Children are supported to maintain their relationships with people who are important to them. Staff facilitate and supervise enjoyable activities, such as swimming trips and outings, so that children can spend time with family and friends in line with their care plans.

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

There have been no missing incidents since the last inspection. Protocols are in place, giving staff clear guidance about what to do should a child go missing from the home.

No safeguarding incidents have occurred since the last inspection, but staff understand and can describe their responsibilities in relation to safeguarding.

Physical restraint is used infrequently in this home. It has been used twice since the last inspection as a last resort to prevent physical harm. The records of the incidents are comprehensive, and the reviews completed by the registered manager are reflective and include follow-up actions if they are needed.

Staff have regular important discussions with children about a range of topics, such as improving the relationship between the children, which can be difficult sometimes. Positive relationships between the children and the staff in the home, alongside careful consideration of when to encourage the children to spend time together, or pursue separate activities, contribute to both managing children's relationships and building positive interactions between them.

Comprehensive risk assessments and behaviour support plans provide staff with guidance on how best to respond to an incident if it should occur. These include children's views on how they would prefer any incidents to be managed.

Safer recruitment arrangements reduce the risk of unsuitable people being employed in the home.

The effectiveness of leaders and managers: good

The registered manager moved to this home in January this year. Arrangements for the change of manager were managed well and have had limited impact on the children living in the home.

The manager has established a range of scheduled activities to ensure that she has good oversight of the running of the home and the care the children receive. Since starting in the home, the manager has been careful to introduce any changes sensitively.

There is an established and stable staff team in the home. Any gaps in rotas are covered by the team or from a pool of staff from other homes, which promotes consistency of care for the children.

Supervision and appraisals take place regularly. However, the quality of recording of supervision varies depending on the supervisor and does not always reflect the quality of the conversation held. Team meetings are held regularly and are a useful forum for discussion about practice and the day-to-day care of the children. Training is relevant and up to date.

Staff speak positively about working in the home. They feel well supported and say the change in manager has not had a negative effect on the children or on the way the home is run.

Children's views are captured through informal conversations, key worker sessions these influence individual plans for children as well as things the children want to pursue or think could be done differently in the home. However, children's meetings which are a nice summary of things that have gone well and do not routinely capture children's views about how they would like to influence the development of the home.

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

- The registered person should ensure that appropriate repairs and improvements are made to a child's en-suite bathroom. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure children's views are gathered to influence the running and development of the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.24)
- The registered person should ensure that staff consistently receive supervision that supports their understanding of their roles and responsibilities. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.20)

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: Daniel Bebb

Registered manager: Amanda Wills

Inspector

Janet Fraser, His Majesty's Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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