

1256134

Registered provider: ROC Northwest

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. The home provides care for up to five children who may experience social and emotional difficulties.

The manager registered with Ofsted in November 2023.

At the time of this inspection, three children were living in the home. The inspector spoke with all three.

Inspection dates: 12 and 13 August 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 29 May 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgements
29/05/2024	Full	Outstanding
02/10/2023	Full	Good
31/01/2023	Full	Outstanding
16/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children receive exceptional care, which is highly individualised and reflects their needs. Staff ensure that care plans are tailored to specific need. Children are fully involved in discussions around their care and contribute to their care plans. This means that they have a clear understanding of the care and support that they will receive. Individual targets for children are achievable and reviewed on a regular basis. This helps children to see the progress they are making.

Children benefit from stability of placement, with some having lived at the home for several years. One child said, 'We are like one big extended family.' Another child said, 'This is where I want to be and where I want to stay.'

The registered manager and deputy manager support staff to have a full understanding of each child's needs and arrange for any additional specific training if required, to equip them with the skills and knowledge to fully support each child. As a result, children are cared for by competent staff who support them to make significant progress during their time at the home.

The registered manager and staff have developed excellent working relationships with a range of professionals involved with the children's care. Professionals speak exceptionally highly of the home's registered manager and staff. They say that communication is excellent, and each child is central to any decision made. This cohesive approach supports the continuity of care provided to each child, further supporting the progress they make.

Children's educational attendance and attainment are supported exceptionally well. When children have struggled with education previously, the registered manager and staff work with education partners and the children to support their re-engagement with education. This has enabled children with previous poor attendance and outcomes to recognise they have the opportunity and ability to achieve positive educational outcomes in preparation for their futures. One child said, 'I never thought I would take as many exams as I have, which now means I have a college placement to go to in September.'

Children are given opportunities to take part in a range of activities to widen their experiences. For example, they recently went abroad and were involved in planning this. Other activities include using local recreational facilities to go swimming, trampolining and take part in other sporting activities. In addition, the home's location enables the children to access a wide range of nature trails and parks. This helps children develop an understanding of things that they like and can continue with in later life.

Staff understand the importance of promoting children's health. They make sure healthcare appointments are kept up to date and promote healthy eating and

lifestyle choices. The children are encouraged and supported to plan menus and are involved in shopping and making basic meals, which teaches them further skills in working towards independence.

Moves into and out of the home are planned exceptionally well. The registered manager has developed a detailed transition plan which is adapted for each child. This helps children to move in a planned and supportive way. Introductions enable children already living at the home to meet and welcome children moving in. When children move out, they are supported to have memories and keepsakes from their time at the home. Other professionals involved in children's transitions spoke positively about the high level of planning and support for children moving on.

The home provides a warm, welcoming and homely environment, with the children fully involved in planning the decor for their own bedrooms, which are spacious and well equipped. However, not all children have a lockable space for personal items. This is something the registered manager is planning to address.

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

Children and staff have close, caring and mutually respectful relationships. Safeguarding is at the forefront of staff practice in the home. Risk assessments provide clear procedures and guidance to minimise risk. The registered manager is not risk averse and recognises that children need support to manage and understand different risks so that they can develop skills and knowledge which contribute to understanding their own safety and well-being. Risk assessments are kept under review and revised when there is a change or an emerging risk. Effective communication systems in the home ensure that all staff are updated in a timely way and this ensures continuity of support for the children.

There are few missing-from-home incidents, and these are managed well, with staff taking all appropriate action to locate and support the child to return home safely. Staff work in accordance with placing authority and police protocols and make sure that when a child returns, they speak with an independent visitor to enable them to share any concerns or reasons for being missing. The registered manager and staff reflect on incidents of children going missing and are self-analytical about how they manage these incidents.

Children are supported to understand, manage and express their emotions. Staff create a safe environment for this and are skilled in managing children's behaviour. There is a culture of listening and talking with children through focused supportive conversations. This is positively viewed by the children and avoids the use of consequences. Staff recognise the use of positive praise and reflection is far more effective in supporting children to learn and develop positive behaviour.

The effectiveness of leaders and managers: outstanding

The home has a registered manager who is suitably qualified and experienced. She is supported in her role by an experienced and qualified deputy manager. Together, they provide inspirational leadership which is reflected in their practice and that of the staff team, with all staff having high aspirations for children.

Staff fully understand their roles and responsibilities in providing children with care which enables them to make significant progress in all areas of their lives. As a staff team they feel valued and supported in their roles. One staff member said, 'It is a joy to come to work and to have such a supportive and dedicated team working together.'

Staff receive regular supervision, which enables them to reflect on their practice while supporting them to further develop their skills and knowledge. Team meetings further underpin the support that they receive, with the registered manager using part of the meeting to deliver bite-size learning on a range of topics, as well as using research to enhance learning. An example of this is the theory and practice of 'love-led care', which supports children to develop secure attachments through mutual care and respect for themselves and others.

The registered manager continues to expand her knowledge, through ongoing research and multi-agency working. The manager and deputy manager have recently created additional guidance with a comprehensive induction booklet for all new staff joining the staff team. Further development and enhancement of the children's individual care plans has further enabled children to be fully involved and understand their individual care needs and support.

Effective monitoring systems in place enable the manager to have clear and comprehensive oversight of the home and outcomes for children.

The registered manager has exceptionally positive links and dialogue with other professionals to ensure that children receive the best possible care to support them to feel happy and safe, and that their well-being is promoted.

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

Recommendation

- The registered person should ensure that children are provided with appropriate furniture, such as a lockable cabinet or drawers, to securely store personal items, including any personal information. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.19)

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: 1256134

Provision sub-type: Children's home

Registered provider: ROC Northwest

Registered provider address: 5th Floor, Metropolitan House, 3 Darkes Lane,
Potters Bar EN6 1AG

Responsible individual: Jeanette Swift

Registered manager: Emma Smith

Inspector

Sarah Oldham, Social Care Inspector

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