

1256134

Registered provider: ROC Northwest Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run children's home is registered to provide care for up to five children. The provider states in its statement of purpose that it provides care for children with emotional and/or social difficulties.

A manager has been appointed but is not registered with Ofsted.

Inspection dates: 1 February and 2 February 2023

Overall experiences and progress of children and young people, taking into account **outstanding**

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

The effectiveness of leaders and managers **good**

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: 16 February 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/02/2022	Full	Good
22/01/2020	Full	Good
12/02/2019	Interim	Sustained effectiveness
19/06/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are happy. They make exceptional progress when living in the home. This is underpinned by the highly individualised care and support they receive from the staff team. Children are fully involved in their plans. This enables them to have an excellent understanding of their short, medium and long-term goals.

Staff are child-centred. All staff have high aspirations for children and support them to achieve their best possible outcomes. Staff provide warm, nurturing care which the children value. One child said, 'This isn't a children's home, it is a home and, although I am getting ready to move on to independence, if I could, I would stay here, it is that good.' Another child said, 'I have moved around in different places, but this is the best place. That's because we all get on and staff care about us.' This view is shared by children's relatives. One grandparent said, 'He is like a different boy, a pleasure to see him grow into such a lovely young person. The care and support he has received from staff is excellent, and we are always made to feel welcome and fully included in his care.'

Staff have excellent working relationships with other professionals. Social workers say the care and support the children receive has provided them with stability and enabled them to flourish. One social worker said, 'Since moving into the home, [name of child] has progressed exceptionally well and the stability the home has provided for him has been invaluable.'

All children attend either full-time education or alternative work experience. Staff understand the importance of promoting education and work closely with children to enable them to achieve good educational outcomes. This has been a significant change for some children and has led to improved attendance, confidence and attainment alongside enhancing their future employment and career opportunities.

Healthcare is well promoted. Children are supported to lead healthy lifestyles and have healthy diets. They are involved in planning, shopping and preparing meals to provide them with skills in budgeting and planning for living independently. All children are registered with healthcare professionals and attend appointments as required. Staff manage medication in accordance with regulation and guidance.

Children take part in a wide range of activities and leisure pursuits, both individually and as a group. For example, they attend army cadets, they have gym memberships, go swimming and go on group holidays. They also have games and activities within the home, including a pool table, board games and books. Children say they enjoy pool competitions and there is a friendly rivalry to win.

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

Children's safety and well-being are at the centre of staff practice. Staff demonstrate an excellent understanding of each child's individual vulnerabilities and needs. Children say they feel safe. Staff explain to them about how to keep themselves safe and help them to understand how to manage potential risks. Each child has individual risk management plans in place, which are kept under review and amended as required. This enables the manager to monitor whether risks are increasing or decreasing and to take appropriate action accordingly.

Incidents of children going missing from home have significantly reduced for children living in the home. When incidents do occur, staff follow agreed protocols and ensure that children are supported to return to the home. Independent return home interviews are conducted to enable children to share their views.

Since the last inspection, one child has moved on from the home. Staff supported the child's move to an alternative placement more suited to his emerging needs.

Children benefit from clear, consistent and fair boundaries to support behaviours. This helps them to develop socially acceptable behaviours and for staff to provide appropriate support when children are upset, frustrated or worried. This support helps children to feel safe and secure. The emphasis and practices within the home focus on praising positive behaviours, with negative consequences rarely used.

The manager ensures that any complaints or allegations are addressed promptly and in accordance with agreed policy and procedures. Children confirm they are confident that any concerns or complaints they make are fully investigated and, where appropriate, outcomes shared with them.

Children have regular meetings with staff, both individually and as a group. Individual sessions enable children to reflect on what has gone well for them, what they would like to do and areas they may need further help and support on. Children contribute to their records and understand their plans. This enables them to have a good oversight of their own progress.

Safer recruitment and selection procedures ensure that people employed are suitable to work with children. Checks are also undertaken on visitors to the home to further safeguard children.

The effectiveness of leaders and managers: good

The home is currently without a registered manager. A manager is in post and is in the process of submitting her application for registration. The manager was previously the deputy manager. She is suitably experienced, qualified and knows the children and staff well. The manager has good working relationships with external professionals, who say her communication with them is excellent. The manager has high aspirations for children. This is reflected throughout the staff team.

There have been some changes of staff in the home. The manager took appropriate action to minimise the impact of these changes on children. The team is now settled, and the manager is keen to maintain stability for the children.

Staff receive regular formal and informal supervisions. This enables them to reflect on their practice as well as supporting them to develop and learn as individuals. Monthly staff meetings also support the development of staff, and regular updates on new research in practice are shared. Staff benefit from a detailed induction and off-site training prior to working in the home. Changes to the training system mean that all staff are refreshing mandatory training and there are clear timescales in place for staff to complete the relevant qualification. Staff have specifically requested additional training to further enhance their knowledge around supporting and managing sexualised behaviour in children. This training has not been provided. A recommendation has been made in relation to this.

The manager ensures that the home is meeting its aims and objectives in accordance with the home's statement of purpose. Since her appointment, the manager has implemented additional monitoring systems to provide clear oversight of the outcomes for children and the home overall. Further oversight of the practice and running of the home is provided through external monthly monitoring visits. The manager continually reflects on practice and support provided to make sure that children's experiences and outcomes are positive.

The manager has ensured that the requirements and recommendations made at the last inspection have been addressed.

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
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that the home's workforce provides continuity of care to each child. Regulation 13 (1)(a)(b) (2)(e)	1 May 2023

Recommendations

- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs, including understanding sexualised behaviours. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

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 Limited

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

Responsible individual: Jeanette Swift

Registered manager: Post vacant

Inspector

Sarah Oldham, Social Care Inspector

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