

1264537

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 provides care and accommodation for up to five children who may present with needs that are associated with behavioural and/or emotional difficulties.

The manager has been registered with Ofsted since June 2018.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCIFF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

We last visited this setting on 16 and 17 December 2020 to carry out an assurance visit. The report is published on the Ofsted website.

Inspection dates: 2 and 3 November 2021

Overall experiences and progress of children and young people, taking into account	good
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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: 15 August 2019

Overall judgement at last inspection: Good

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/08/2019	Full	Good
27/02/2019	Interim	Improved effectiveness
12/07/2018	Full	Good
27/02/2018	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children live in a caring and nurturing environment in which they receive care and support that bring stability to their lives. They receive the help that they need to recover from harmful experiences and to move forward in their lives. A parent said that they were proud of what their child had achieved and how they had turned their life around.

Children told the inspector that they are happy here and have people around them that they trust. A child explained that they were having an issue at school, but was confident that, '[Name of staff] was sorting it out', for them. This happened.

Staff build warm, consistent and positive relationships with children. They show children that they care about them and know what is important to them.

Staff are strong advocates for children's education. All children are in education and are making steady progress. Staff spoke proudly about children who have left the home and how they are continuing with their college courses and aspire to go to university.

Children's social and emotional health and well-being is supported effectively. Staff ensure that the children have access to services and professionals to help them overcome past trauma.

Two children proudly told the inspector about their activities at army and navy cadets and how they are taking part in Remembrance Day parades. Staff said that the children's involvement in cadets has significantly improved their confidence and self-esteem.

Staff worked tirelessly to ensure that the children remained in contact with their family and friends during the COVID-19 pandemic. Children said that they are enjoying the opportunities to spend more time with their families and to go out to see their friends.

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

The manager and staff have created a safe home environment that protects children from harm. Children feel safe and have a strong sense of belonging. They know that they can talk to staff about their worries and that the staff will help them to be safe. Children are now safer from the risks of abuse and going missing from home.

Staff are trained in safeguarding and child protection. Consequently, staff have the skills and knowledge to observe, identify any potential concerns and act to protect the children.

The home has experienced a difficult time in recent months, which resulted in several children leaving the home. Staff worked well with professionals to help mitigate any risks to the children and to keep them safe. Professionals have praised staff for their efforts during this time.

Children know and understand the house rules, for example, that they cannot use their games consoles during school hours if they have not gone to school. Staff are consistent in their approach to supporting children and as a result the number of incidents in the home has declined.

Sanctions are occasionally used to help bring about changes in children's behaviour. However, the records do not always include information regarding the length of the sanction or the effectiveness of the action taken.

Staff recruitment practices are sound. However, recruitment records and interview notes do not demonstrate why a member of staff has been deemed suitable for their role. This is a recording issue and does not have an impact on the safety and well-being of the children.

The home is well maintained and provides a homely, safe environment for the children. Children's bedrooms reflect their individual tastes and interests.

The effectiveness of leaders and managers: good

The home is led by an experienced and qualified registered manager. She works in partnership with the staff to ensure that the children are fully supported and their individual needs are met. Together, they are creating an environment that is changing children's lives.

Effective staffing arrangements ensure that there are enough suitable, experienced and qualified staff available to meet the children's needs. Staff work together cohesively and receive good levels of support and say that the manager is approachable. However, some staff have not had regular opportunities for professional supervision. The registered manager is aware of this and is taking appropriate steps to rectify this.

The home's workforce development plan needs updating. This is because it does not contain current information on the frequency of staff supervision and staff training.

Records are not yet maintained to a consistently good standard. Some records such as risk assessments contain out-of-date and conflicting information and other records do not fully tell the child's story. The registered manager is aware of this and work to address it is ongoing through team meetings and training opportunities.

The registered manager has a good understanding of the home's strengths and areas for development. Her monitoring of the service is effective and is helping to

bring about change. Monitoring by the independent person is beneficial and is helping the home to progress.

Professionals and parents are complimentary about the staff and the positive differences they are making to the children's lives.

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home's statement of purpose; ensure that staff— provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1)(a)(b) (2)(a)(b)(iv))	31 December 2021
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. (Regulation 32 (1)) In particular, ensure that records of the recruitment process outline why a person has been deemed suitable to work with children.	31 December 2021
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year.	31 December 2021

(Regulation 33 (4)(a)(b)(c))	
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— a description of the measure and its duration; the effectiveness and any consequences of the use of the measure; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(iv)(vii))	31 December 2021

Recommendations

- The registered person should ensure that the workforce development plan reflects the actual training undertaken by staff and the frequency of staff's supervision. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)
- The registered person should ensure that children are encouraged by staff to see the home's records as 'living documents' supporting them to view and contribute to the record in a way that reflects their voice on a regular basis. ('Guide to the children's homes regulations including the quality standards', page 58, paragraph 11.9)
- The registered person should ensure that children's records tell the story of the child's time in the home and are written in a way that is helpful to the child. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

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: 1264537

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: Katie Stephens

Registered manager: Nicola Seasman

Inspector

Chris Scully, Social Care Inspector

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