

1264537

Registered provider: ROC Northwest

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is one of several homes owned and managed by a private company. It provides care for up to six children who may have social and emotional difficulties.

There are currently four children living in the home.

The manager is yet to submit their application to register with Ofsted.

Inspection date: 6 March 2025

This monitoring visit

This monitoring visit was carried out due to an increase in notifications about serious incidents in the home.

Staff do not manage children's behaviour consistently or effectively. Staff are unable to de-escalate situations, which has led to them relying on calling the police to help them manage children's behaviour in the home. Leaders and managers have not equipped staff with detailed plans and guidance to enable them to take appropriate action to keep children safe.

Staff do not take appropriate measures to ensure the security of the home. Children have been able to gain access to keys, allowing them to enter and manoeuvre the car belonging to the home. This has placed children and others at significant risk of harm and danger.

When children have been physically held, the quality of recording the intervention is poor and the method of the hold used by staff is not clear. Debriefs with children

have not taken place and so do not demonstrate any follow-up work completed with children to help them understand why they have been held.

When children have been subject to bullying, staff have not taken adequate action to safeguard all children living in the home. This has left children feeling scared and vulnerable. Additionally, children's education and daily routines are impacted when serious incidents in the home have taken place. This is due to the duration of the incident, often occurring at nighttime, and the amount of disruption caused to the home.

Staff are not up to date with their training, specifically missing from home, substance misuse and behaviour management training. Staff's hours are recorded on a rota and within the home's logbook. However, these records are not clear, and several versions were found. Similarly, the hours recorded in the visitor's book did not hold an accurate recording of who has visited the home, what time they entered the premises and what time they left.

The home environment is poor. Damage to the home is not repaired quickly. Several repairs are required to make the home safe for children to reside in. The home environment is lacking personalisation, and general improvement in all areas of the home is required.

Two compliance notices were issued to the provider following this visit. They have been issued under Regulation 12 (the protection of children standard) and Regulation 13 (the leadership and management standard).

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/05/2024	Full	Good
31/07/2023	Full	Good
11/10/2022	Full	Good
02/11/2021	Full	Good

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, The 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 with the given timescales.

Requirement	Due date
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; that the premises used for the purposes of the home are located so that children are effectively safeguarded;	30 March 2025

that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health; and that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(c)(d)(e)) Leaders and managers must ensure that children do not gain access to the keys to the vehicle in the home. Leaders and managers must ensure that staff practice is effective and consistent when managing challenging situations to prevent negative impact on children's lives, including their sleeping routines and their attendance in school following significant events. Specifically, leaders and managers must ensure that risk management plans for each child are based on individual children's circumstances and contain clear strategies that set out what action staff should take to manage the risks. Leaders and managers must ensure that staff undertake training that is relevant to the safeguarding of children and their individual needs. Specifically, managers must ensure that staff undertake training for behaviour management, substance misuse, going missing from home and exploitation. Leaders and managers must ensure that the home is safe for children to live in and that all repairs are carried out immediately to prevent further harm.	
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—	30 March 2025

lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate; and understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(f)(h)) Specifically, leaders and managers must ensure that staff work collaboratively to provide consistent care that is in line with children's individual needs and their agreed plans.	
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; help each child to develop socially aware behaviour; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;	30 March 2025

communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; help each child to understand, in a way that is appropriate according to the child's age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful; help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same; de-escalate confrontations with or between children, or potentially violent behaviour by children; understand and communicate to children that bullying is unacceptable; and have the skills to recognise incidents or indications of bullying and how to deal with them. Specifically, that staff are fully trained in missing from home, substance misuse and behaviour management to be able to manage situations confidently and to ensure the safety of children and others. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(vi)(ix)(x)(xi)(xiii))	
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure—	30 March 2025

that staff— help each child to attend education or training in accordance with the expectations in the child's relevant plans. (Regulation 8 (1) (2)(a)(x))	
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— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; and has signed the record to confirm it is accurate; 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)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))	30 March 2025
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.	30 March 2025

The registered person must— maintain in the home the records in Schedule 4. (Regulation 37 (1) (2)(a)) The provider must ensure there is a record of all visitors to the home and to the children, including the names of the visitors and the reason for the visit.	
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*These requirements are subject to a compliance notice.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1264537

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: Post vacant

Inspectors

Michelle Greenhalgh, Social Care Inspector
Sarah Gilbert, Social Care Inspector

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