

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 home may provide care for up to six children. The home is registered to support children who may present with behavioural and/or emotional needs.

The manager has been registered with Ofsted since June 2018.

Inspection dates: 11 and 12 October 2022

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**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 2 November 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/11/2021	Full	Good
15/08/2019	Full	Good
27/02/2019	Interim	Improved effectiveness
12/07/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children form positive relationships with staff. This allows them to talk about their feelings and better understand their own emotions. One child said, 'I've got much better at talking to the staff about how I feel. It helps me to get it off my chest.' These positive relationships help children to develop confidence and self-worth.

Staff advocate well on behalf of children who are not in education. Staff work hard to find suitable education placements for children. However, staff have not provided a structured timetable of learning for children who are not currently attending education. The staff are also not all aware of the academic goals the children are working towards. This will limit the progress that children are able to make with their education.

Leaders and managers challenge placing authorities when necessary, to ensure that children's plans reflect their needs. As a result, children are receiving individualised care which meets their needs.

The cleanliness of the home is not maintained to a good standard. There are also unresolved maintenance issues and the decor in some areas of the home needs updating. This is not a homely environment for children.

Children take part in a range of activities in and out of the home. This gives them some structure, helps them to develop social skills and promotes their overall well-being.

Children's health needs are appropriately supported. Staff work well with health services to meet children's needs. One child has struggled with his mental health but has been supported to achieve stability. This has allowed him to make progress in other areas of his life, such as education.

Staff facilitate regular family time for children. They also develop good relationships with people who are important to children. This helps children to enjoy better quality time with their families. As a result, one child is now able to spend weekends with his father, which has not previously been possible.

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

Staff complete comprehensive risk management plans for each child. Through this process, staff identify the current and emerging risks for children. This enables them to develop a better understanding of children's risks. Staff review plans regularly and discuss them in team meetings. This ensures that staff have all the information they need to keep children safe.

Staff show a good understanding of children's behaviour. Staff are empathetic towards children's whole life experiences and see beyond their behaviours to the underlying causes. Staff use this knowledge during key-work sessions to help children improve their own understanding. This means that their overall safety is improved in the longer term.

Children have been reported missing from this home. In such instances, staff always follow the missing-from-home protocol. Staff also have a clear understanding of their role and responsibilities across a range of safeguarding scenarios. Children living in the home said that they felt happy and safe.

Staff use consistent approaches to behaviour management. Staff understand the strategies they should use to support children and when to use them. This means that children receive a consistent approach in potentially difficult situations.

Staff understand one child's vulnerability to exploitation. Targeted key-work sessions are being carried out with the child to support their understanding of healthy relationships. Managers regularly share their concerns with partner agencies so that the whole team is working together to safeguard this child. As a result, there has been a significant reduction in risk.

The effectiveness of leaders and managers: good

The registered manager is currently absent and there is another suitably qualified manager covering until her return. Staff also receive support from the senior leadership team. This has prevented the changes in the management team from having an impact on the quality of care provided to the children.

An independent person visits the home each month. Their report provides useful actions, which are quickly completed by the manager. However, feedback has not regularly been sought from children, family members or professionals. This is a missed opportunity for a more complete view of the quality of care provided.

Leaders and managers promote good communication and multi-agency working to support children. Staff develop effective relationships with partner agencies and family members to ensure that children receive consistent wraparound care.

Managers review and reflect on significant incidents. Learning taken from incidents helps to identify any gaps in staff training and to prevent repeat episodes.

Staff feel supported by the management team. Staff benefit from regular supervision. This is child-focused and reflective. As a result, staff can make valuable improvements to the quality of care for children.

The registered manager regularly reviews the home's statement of purpose. As a result, this document is always accurate in relation to the current arrangements for children.

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 within 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 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. (Regulation 12 (1) (2)(d)) In particular, the registered person must ensure that the home is kept clean and tidy. Also, that any repairs, maintenance issues or redecoration are completed in a timely manner.	31 December 2022
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— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;	31 December 2022

help each child to understand the importance and value of education, learning, training and employment;

promote opportunities for each child to learn informally;

help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible.

(Regulation 8 (1) (2)(a)(i)(ii)(iii)(iv)(v)(viii))

Specifically, the registered person must ensure that staff are familiar with the aims and objectives set out in children's education plans and how they are to support the children in achieving these goals.

In addition, when children are not in full-time education, the registered person must ensure there is a timetable in place to provide children with opportunities to learn throughout the day.

Recommendation

- The registered person should ensure that the independent person consults regularly with a range of stakeholders as part of their assessment of the home. Specifically, the registered person should ensure that the independent visitor is consulting with children, their families and relevant professionals. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.5)

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: Post Vacant

Registered manager: Nicola Seasman

Inspector

Nicola Shaw, Social Care Regulatory Inspector

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