

1264537

Registered provider: ROC Northwest Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider. It offers care for up to 6 children who may experience social and emotional difficulties.

At the time of this inspection, 2 children were living at the home. One of the children spoke with the inspector about their experiences of living at the home.

The manager registered with Ofsted in April 2026.

Inspection dates: 19 and 20 May 2026

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: 20 May 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/05/2025	Full	Good
07/05/2024	Full	Good
31/07/2023	Full	Good
11/10/2022	Full	Good

Summary of findings

Strong, trusting relationships have been built between the children, the manager and staff. This promotes a clear sense of belonging and stability. The manager and staff speak with genuine warmth and care about the children. Children's vulnerabilities in the community are known by staff, and they provide children with strategies to keep themselves safe. There is effective multi-agency working between the provider and the local authority, police and education. This support network helps keep children safe.

However, one shortfall was identified. The manager has not ensured that the training matrix is consistently updated, which limits effective oversight of staff training.

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, 2 children have left the home. One child moved to a placement in their home authority, while another child moved to a home more suited to their needs.

Children receive good-quality care that makes them feel valued and secure. Staff have built strong relationships with children and are therapeutic and nurturing in their interactions. Social workers are positive about the care the children receive. They report that children have positive relationships with all the staff, who are supportive and understanding of children's needs.

Staff recognise the importance of education for children's futures. They actively encourage children to engage in their education and continue to do so even when children are reluctant. This demonstrates that staff ensure that children are supported in their education and are provided with every opportunity to reach their full potential.

Children have clear health plans and are registered with relevant primary healthcare services. Children understand the importance of good health and are encouraged by staff to attend physical and psychological healthcare appointments. Medication is stored safely, and arrangements for the administration and recording of medication ensure that children receive their prescribed medication safely.

Managers and staff have monthly consultations with a therapist to develop a more in-depth understanding of children's needs and develop their approach to enhance the quality of care they provide. This helps staff understand the reasons behind children's behaviours to provide child-centred care.

Staff encourage children to stay in touch with their families. Staff work with families to keep them involved in their children's care. This helps children develop a sense of belonging and enables them to have positive experiences and maintain links to significant people in their lives.

Children are supported to develop age-appropriate independence skills, including planning their daily routines, travelling independently, cooking and managing their self-care and living space. Those preparing for the next stage of their lives receive focused support to build the skills they will need in adulthood. When children are reluctant to engage with their independence plans, staff respond with encouragement and education to promote participation. As a result, children grow in confidence and are better equipped for future transitions.

Staff carry out one-to-one work with children to help review their needs and areas of risk. These sessions give children the opportunity to reflect on their behaviours and discuss any concerns.

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

Individualised risk management plans are in place for each child. These plans help staff to safeguard the children by identifying their risks and vulnerabilities and setting out strategies to minimise them. Plans are reviewed and updated as required.

The manager ensures that staff comply with locally agreed protocols for children who go missing. Partnership working with the police and safeguarding agencies helps to ensure that children are safe. Staff keep detailed records of actions taken and appropriate individuals are contacted. Children have access to an independent person to speak to when they return. This provides information that may help prevent them from going missing again.

Staff support children to manage their feelings and behaviours in a calm and safe manner. Physical intervention is only used when necessary and as a last resort. Records are clear and demonstrate that children and staff are given time to reflect on incidents afterwards. This reflective practice helps children make sense of events, reduces the likelihood of repeated behaviours and supports emotional recovery for both children and staff.

The staff recruitment and selection process is thorough. The manager does not confirm any new staff appointments until all checks have been carried out. These measures positively promote children's safety by preventing unsuitable adults from working with them.

The effectiveness of leaders and managers: good

The manager is passionate about improving outcomes for the children. She has a strong understanding of children's complex needs and how best to support them. Staff mirror the manager's approach and work hard to promote positive outcomes for children.

Staff have all completed mandatory training and this is updated by way of refresher training. However, the training rota had not been updated, and other systems had to be checked to evidence this. This does not support the manager in reviewing when a staff member is due for training or what training has been completed.

Staff report that they find supervision helpful and supportive. Annual appraisals are used effectively to ensure that staff are provided with appropriate development opportunities.

Team meetings are well attended and occur monthly. They cover topics that are relevant to the current issues arising at the home. They are used as a development opportunity for the team.

The manager and staff have formed positive relationships with a range of agencies, including police, teachers and social workers. This collaborative approach ensures that children's diverse needs are fully met.

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 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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) The registered person must ensure that the staff training matrix is kept up to date.	27 June 2026

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: 4th Floor, Parkview, 82 Oxford Road, Uxbridge UB8 1UX

Responsible individual: Isobelle Garry

Registered manager: Naomi Walsh

Inspector

Dave Carrigan, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2026