

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 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 three children living in the home.

The manager registered with Ofsted in April 2024.

Inspection date: 20 March 2025

This monitoring visit

The purpose of this visit was to review the action taken by the provider to adhere to the restriction notice in place and to meet the compliance notices under regulation 12, the protection of children standard and regulation 13, the leadership and management standard. The provider has taken sufficient action to meet the compliance notices.

Since the last inspection, the manager has left the organisation and one child has moved out of the home. At the time of this visit, three children were living in the home. All three children spent time with the inspector to share their views about the home and the improvements that had been made. This included their bedrooms, which were now observed to be clean and tidy.

The provider has reflected on children's experiences living in this home and identified lessons learned to improve staff practice. Staff have accessed a range of training. As a result, staff understand their safeguarding roles and responsibilities and are aware of the appropriate action to take to keep children safe. Staff are positive about working in the home. One staff member said, 'Things are changing for the better.'

Children's attendance in education has improved. One child had a plan to attend a local college, and another child had an education activity planned with staff. This continues to promote and support their learning opportunities.

Since the inspection, the interim manager has undertaken a review of the paperwork in the home. These documents now include a clear evaluation that demonstrates her critical oversight. When new concerns have emerged, the interim manager has been proactive to escalate concerns to one child's placing authority and has reviewed and updated risk assessments to reflect new or emerging concerns.

There have been two missing-from-home episodes since the last inspection. Both these incidents had full management oversight and a debrief with the child. Follow up key-worker sessions have also taken place to ascertain the child's wishes and feelings, which have led to safety planning with the child's social worker.

When children have made complaints against members of staff, the interim manager has taken appropriate action to ensure that children have been appropriately safeguarded. The interim manager liaised with all professionals, including the local authority designated officer, the child's social worker and the regulator.

The home environment has improved. The house is now more inviting and child friendly. Repairs that were outstanding on the last visit have now been carried out. A windowpane has been replaced in the dining room area. A new carpet has been fitted in the communal areas of the home and the lounge has been redecorated.

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 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; 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;	30 March 2025

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. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(vi)(ix)(x)(xi)(xiii))	
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;	30 March 2025

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))	
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4. (Regulation 37 (1) (2)(a)) The provider must ensure that 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.	30 March 2025

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
Michelle Bacon, Social Care Inspector

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