

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 six children who may experience social and emotional difficulties.

There is a new manager in post. She is going to submit her application to register with Ofsted.

At the time of the inspection, three children were living at the home. All children spoke to the inspector about their experiences of living in the home.

Inspection dates: 20 and 21 May 2025

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 7 May 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: yes

On 6 March 2025, Ofsted undertook a monitoring visit of the home due to an increase in notifications about serious incidents in the home.

Following this visit, a decision was made to issue the provider with a restriction of accommodation notice. This notice was issued because Ofsted found concerns about the staff's ability to safeguard the children. Ofsted believed that, should any new children be

admitted to the home, this would place the existing children and any new children at risk of harm. Furthermore, two compliance notices were issued under regulation 12, the protection of children standard, and regulation 13, the leadership and management standard.

A further monitoring visit was undertaken on 20 March 2025 to monitor the provider's adherence to the restriction notice in place and monitor their progress in meeting the steps set out in the compliance notices. During this visit, it was found that the provider has taken sufficient action to meet the steps in the compliance notices.

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

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, three children were living at the home. Since the last inspection, five children have moved out of the home to placements more suitable for their needs.

Some staff are new to the home. Their relationships with the children are built gradually by spending time with them and getting to know them at their pace. Children have established relationships with the staff who have been at the home for a longer period. All staff provide effective support to the children through their times of difficulty, while providing consistent guidance and boundaries to ensure that children feel safe and secure.

Children are registered with a range of health services to promote their physical and emotional well-being. They attend their routine health appointments with good support and encouragement from staff. The arrangements for the controlled storage and administration of children's medication are safe and effective.

Not all children are currently attending school. However, the staff are doing all they can to support the children back into education, and they are working with relevant professionals to find solutions to the challenges. There are clear routines and structures in place for children during the day. Staff encourage children to complete schoolwork and engage with tutors.

Staff support children to maintain and develop suitable and positive relationships with their families. Staff provide children with emotional and practical support to help them to remain in touch with their families and not become isolated from the people who are important to them.

Staff undertake regular key-work sessions with children, and there are further opportunities for children to express their wishes and feelings at children's meetings. As a result, children contribute to their daily care and the running of the home.

Staff encourage a good range of activities and crafts to promote children's interests and talents. Outdoor activities such as horse riding, football and cycling are enjoyed by the children living at this home.

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

The home has had some challenges, but there has been reflection by managers and staff, and improvements have been made that are beginning to be embedded. Lessons have been learned from challenging incidents, which have informed the support and guidance given to staff.

Risks to the children are known and understood by staff caring for them. Risk assessments are clear and include all known vulnerabilities for the children. These set out actions staff should take to manage risks, and these are regularly reviewed to reflect the current needs of the children.

Staff use physical restraint as a last resort to maintain children's safety. These restraints are appropriate and undertaken by suitably trained staff. Oversight from the manager is good. In addition, she monitors the action taken with a view to identifying patterns and trends. Staff also share information quickly with children's social workers and reflect on these incidents during team meetings.

When children are not where they are expected to be, staff take appropriate action to locate them and ensure that they return home. Children are provided with an opportunity to speak with an independent person following missing-from-home episodes. Information is shared appropriately and is used to manage and prevent episodes of going missing from home in the future.

Children are encouraged to talk about any worries they may have so that staff can act when necessary. Each child has a specific staff member who supports them. These staff members have informal chats with the children, as well as focused conversations about issues the children are dealing with. These sessions help children build trust as well as improve their knowledge and coping skills.

Children live in a home that is physically safe and secure. Regular environmental safety checks are undertaken, and staff and children regularly practise evacuating the home in an emergency.

Children are protected by effective recruitment and selection procedures. These procedures promote the safety of children by preventing unsuitable adults from working with them.

The effectiveness of leaders and managers: requires improvement to be good

Since the last inspection, the previous manager has left, and a new manager has been appointed. The new manager intends to apply to Ofsted to be registered. The absence of a permanent manager has been a long-standing issue, and the home has been without a registered manager since September 2024.

The staff form a relatively new team with limited prior care experience. However, the manager and responsible individual lead the team well. They provide a detailed induction, role-modelling practice and providing support and guidance through supervision and team meetings with a focus on reflective practice. This is effective and enables staff to confidently care for the children and meet their needs.

Training and development of staff have a high priority to make sure all staff have the necessary skills and knowledge to support children effectively and promote positive

outcomes. However, only two of the staff hold a suitable qualification in children's residential care. Despite this, there has been no negative impact on the children.

Supervision sessions are regular and of good quality. These help staff to generate ideas and to reflect on their practice. New staff are supported through an effective induction process. This ensures that children receive good-quality care from well-informed staff.

The manager's monitoring of some children's progress is not effective. Internal monitoring systems are not being utilised by the manager to demonstrate what progress children are making. This does not promote sufficient oversight of the effectiveness of children's care.

The staff and manager have established good working relationships with a range of agencies and professionals who are involved in children's care. Staff work closely with teachers, social workers and the police. This ensures that appropriate support is in place to support children's progress and maximise their potential.

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— ensure that staff have the experience, qualifications and skills to meet the needs of each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(h) These particularly relate to the monitoring of children's progress and ensuring that staff have the appropriate qualification.	8 July 2025
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home; and the registered provider— is an organisation or a partnership. (Regulation 27 (1)(a)(b)(i))	8 Jul 2025

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: Jeanette Swift

Registered manager: Post vacant

Inspectors

Dave Carrigan, Social Care Inspector

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