

1264537

Registered provider: ROC Northwest

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is one of several homes operated by a private company. The home is registered to provide care for up to six children. The home's statement of purpose states that children living in this home may have a range of social and emotional difficulties.

There were four children living in the home at the time of the inspection.

The registered manager left their position in August 2023. An acting manager has been appointed. She has yet to submit her application to register with Ofsted.

Inspectors were aware during this inspection that serious child protection allegations were being investigated by the appropriate authorities. While Ofsted does not have the power to investigate allegations of this kind, actions taken by the setting in response to the allegations(s) were considered (where appropriate) alongside other evidence available at the time of the inspection to inform inspectors' judgements.

Inspection date: 21 December 2023

This monitoring visit

This monitoring visit took place following a safeguarding notification received from the provider in relation to a serious allegation made by a child. A Section 47 inquiry has been instigated by the local authority. During the visit, the inspector focused solely on the processes that have been followed to safeguard the child and the subsequent action taken.

Most safeguarding procedures have been followed and the necessary safeguards have been implemented to ensure the child's safety and well-being. The child continues to be supported by a team of staff whom they have positive and trusting

relationships with. The staff team is working together with the child and their family to provide them with the support that they require.

However, staff have not followed the initial steps set out in the provider's own whistle-blowing policy, as they did not immediately contact and report the alleged incident to the on-call manager. Leaders and managers are taking the appropriate action to address the practice concerns with individual staff and the broader staff team. This includes a scheduled team meeting to address safeguarding practices and revisit the whistle-blowing policy, and staff are to attend additional training.

There was also a delay in the provider notifying the placing authority of the serious incident. Leaders and managers failed to notify the placing authority's emergency duty team in the interim before the social worker was on duty. That said, there has been no impact on the child's safety because of the identified shortfalls.

Leaders and managers continue to work closely with the placing authority to ensure that actions from strategy meetings are met and information is communicated consistently between all professionals.

Risk assessments have been implemented and updated so that staff are provided with clear guidance about action to be taken to monitor the child's emotional well-being and ensure that all children living in the home are kept safe.

The remaining requirements and recommendations regarding areas of concern raised at the full inspection were not considered during this visit. They remain in place and will be reviewed at the home's next inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/07/2023	Full	Good
11/10/2022	Full	Good
02/11/2021	Full	Good
15/08/2019	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— 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 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)(a)(v)(vi)(vii)(d)) Specifically, the registered person should ensure that staff understand and follow the company's whistle-blowing and managing allegations policies to enable them to safeguard children effectively. The registered person should ensure that children's placing authorities are notified of any serious allegations or safeguarding concerns without delay. The registered person should ensure that the home is kept clean and tidy. Also, that any repairs, maintenance issues or redecoration are completed in a timely manner.	31 January 2024

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— demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met. (Regulation 13 (1)(a)(b) (2)(g)(i)) This requirement was made at the last inspection and is restated.	28 October 2023
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— 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 have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(a)(c)) Specifically, the registered manager must ensure that staff training is updated within timescales. This requirement was made at the last inspection and is restated.	28 October 2023
The care planning standard is that children—	28 October 2023

receive effectively planned care in or through the children's home. In particular, the standard in paragraph (1) requires the registered person to ensure— that each child's relevant plans are followed. (Regulation 14 (1)(a) (2)(c)) Specifically, the registered manager must ensure that all children have an updated local authority care plan, an education health care plan and a personal education plan. This requirement was made at the last inspection and is restated.	
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e)) Specifically, the registered person must ensure that safeguarding notifications are sent to the regulator without delay. This requirement was made at the last inspection and is restated.	28 October 2023

Recommendations

- The registered person should ensure that the safer area report is used when considering a new referral to the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 17, paragraph 3.23)
- The registered person should ensure that parents or family members are given feedback on how their child is progressing. ('Guide to the Children's Homes Regulations, including the quality standards' page 58, paragraph 11.4)
- The registered person should ensure that the steps taken by staff, to secure good progress and outcomes, are clearly recorded within the children's records. ('Guide to the Children's Homes Regulations, including the quality standards' page 62, paragraph 14.5)

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

Inspector

Cheryl Field, Social Care Inspector

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