

# 2504093

Registered provider: ROC Northwest Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is privately owned. The home's statement of purpose states that it provides care for up to five children with emotional and/or behavioural difficulties.

There is no registered manager in post, however there is an interim manager who has submitted their registration with Ofsted.

### Inspection dates: 11 and 12 July 2023

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people, taking into account</b> | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| 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:** 16 August 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 16/08/2022      | Full            | Good                 |
| 27/04/2021      | Full            | Good                 |
| 10/07/2019      | Full            | Good                 |

## **Inspection judgements**

### **Overall experiences and progress of children and young people: good**

There are currently five children living in the home. When children move in to the home, they are sensitively welcomed. When children move on from the home, the staff and manager promote positive endings. One child, who stays in touch with staff and other children regularly visits the home. As a result, children continue to feel valued and cared for when they move on from the home.

Children have their own bedrooms and are given the freedom to personalise them. Each child has their own ensuite bathroom, which provides them with additional privacy. However, not all children's bedrooms and bathrooms are maintained to an acceptable standard. This was in contrast to the downstairs living areas, which presented as homely and well cared for.

The manager and staff know the children well and actively promote their welfare. Children have been supported to build trusting relationships with the adults who care for them. One child said, 'I can talk to staff about relationships, gym and rugby, I can talk to them about anything.'

Children are supported to see their families in line with their individual plans, which has included family members coming to visit children in the home. Staff recognise that seeing family members can sometimes be difficult for children, so they ensure that children receive individualised support. One child's parent commented, 'I could not be happier; my child has made good progress and is happy.'

Children are supported to develop their independence skills according to their individual needs. One child is currently preparing for independence and has been provided with an opportunity to practise semi-independent living in the home's annex. As a result, the child can safely develop their confidence and skills with extensive support from staff.

The manager and staff work collaboratively with professionals. They advocate on behalf of children to ensure that they receive the education that they need. Children are at different points in their educational attainment, with some in full-time education and some just beginning to re-engage in education. When children are struggling with educational attainment, the manager encourages creative solutions.

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

There have been occasions when children have been missing from home. The manager and staff team are proactive in their response, and the missing-from-care protocol is routinely followed. For one child, there has been a significant reduction in missing-from-home incidents since moving in to the home.

Staff help children to safely manage their behaviour and feelings. Staff communicate well with children and support children to self-regulate. There are clear boundaries in place, and children are supported to understand what is safe and acceptable. The manager ensures that positive behaviour is regularly promoted and rewarded.

Holding a child to keep them safe is used as a last resort. When this does happen, records are detailed and contain the relevant information. Appropriate debriefs are completed with children, taking into consideration their views, wishes and feelings. Incident records are thoroughly reviewed and evaluated by the manager.

Communication with professionals and family is excellent. Risk management plans evidence monitoring and evaluation. Staff encourage healthy risk taking and carry out regular direct work to support children to understand healthy and unhealthy relationships.

### **The effectiveness of leaders and managers: good**

Since the last inspection, there has been a change in management. The new manager has been in post since March 2023 and has quickly developed a good level of management oversight in the home. She knows the children well and is ambitious and child focused.

The manager and staff nurture working relationships with partner agencies. This promotes a comprehensive approach to meeting the children's needs. Feedback from professionals is positive about the care that children receive and the progress that they are making.

The staff team is experienced, stable and consistent. The staff are clear about their responsibilities and accountabilities. They are child focused and understand how their practice has an impact on the children. Staff feel valued and supported by the managers of the organisation.

The manager ensures that supervisions take place regularly in line with the home's statement of purpose. The manager provides staff with opportunities to reflect on their practice and the care that they provide to 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, 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       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>provide to children living in the home the physical necessities they need in order to live there comfortably;</p> <p>provide to children personal items that are appropriate for their age and understanding; and</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child.<br/>(Regulation 6 (1) (2) (b)(vii)(viii)(c)(i)(ii))</p> <p>In particular, the registered person must ensure that all children's bedrooms and bathrooms are maintained to an acceptable standard.</p> | 18 August 2023 |

## 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:** 2504093

**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

Kimmy Feeley, Social Care Inspector  
Sally Hallwood, Social Care Inspector

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