

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 child who experience emotional and/or behavioural difficulties.

The current manager has been registered with Ofsted since February 2022.

Inspection dates: 16 and 17 August 2022

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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 27 April 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/04/2021	Full	Good
10/07/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

There are five children living in the home. Three children have moved on since the last inspection and two children have moved in. Children are welcomed to the home in a sensitive and planned manner. When children have left, they do so in a positive way.

The home is well maintained, and children enjoy living in a homely environment. Where there have been repairs needed, the manager has ensured that these are acted on in a timely way.

Children are well supported to develop their independence skills. This is a strength of the home. For example, one child is learning how to travel on public transport by himself, and another child is learning about completing food shopping and budgeting. This gives the children confidence and skills in preparing them for when they move on from the home.

The children are regularly consulted about daily life in the home. However, the registered person should ensure that case records are child friendly, and children are supported to understand and contribute to their records.

Children's health needs are met. They enjoy staying active and understand the importance of being healthy. They engage in a wide range of activities such as visiting the gym, accessing a variety of trampoline centres and trips to local shops and parks. Children are registered with all universal services and have up-to-date health assessments.

Staff promote family time and make the necessary arrangements for children to spend time with family. Consequently, children are developing better relationships with people who are important to them.

The manager and staff work closely with local authorities and other agencies to support children's educational needs. Where it has been necessary, the manager has advocated to ensure that children are provided with the right provision that meets their needs, so that they can succeed in life.

Positive behaviour is promoted. The inspector observed staff and the manager encouraging children to use appropriate language. Direct work is individualised to the needs of each child and topics covered show that a variety of areas are discussed. This demonstrates that children are being helped to learn what it means to keep themselves safe and promote positive relationships.

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

The staff are alert to risk and take effective action to keep children safe. There are clear procedures in place for when children go missing. Staff are proactive in searching the local area and follow all relevant plans. There are detailed records completed of all actions taken to safeguard the child.

Children say they feel safe living in the home. Managers ensure that there are detailed risk management and behaviour support plans in place. These documents provide staff with clear guidance on how to manage and reduce children's risks.

Staff ensure that children's medication is stored safely and correctly administered. Furthermore, controlled drugs are suitably stored, and recording is good. This helps children to stay safe and supports their health and emotional well-being.

Children said they know how to make a complaint and can identify staff in the team they can talk to about any worries. Any allegations are fully investigated, and support is given to all.

Incidents in the home are well managed. Where there have been difficulties managing risk, it has been necessary to use physical intervention. These occurrences were proportionate to the circumstances of the incident. Records are clear and detailed. Consequently, children and staff are supported to speak about the incidents and staff learn how to help children manage their emotional distress.

Recruitment procedures and practices are safe and effective. The registered manager has completed safer recruitment training. All staff are checked and vetted prior to starting work. These checks ensure that only suitable adults are employed to work with children in the home.

The effectiveness of leaders and managers: good

The manager is new in post. She registered with Ofsted in February 2022. She has worked in the home for several years and is well supported by a deputy manager. As a result, she has good relationships with all the children and undoubtedly wants the best for them. She has high aspirations for them all and is committed to achieving good outcomes.

Staff say they work well together and can demonstrate they know the children well. However, there have been significant changes to the staff team since the last inspection. This does not provide children with a continuity of care.

Leaders and managers have not ensured that all staff are suitably skilled or trained to meet the needs of all children. For example, not all staff have received training in relation to harmful sexual behaviour despite this being a known risk. This does not demonstrate that all staff have the skills and knowledge required to support and understand children's needs.

The manager makes good use of external monitoring systems and recently has made improvements to the matching documentation within the home. This ensures that the children are well matched and receive good-quality care.

Staff benefit from daily handovers, regular team meetings and supervision, where there is good information-sharing in place. There are robust induction procedures in place that provide new staff with a detailed programme of training and orientation in their new role.

Children's case records are individualised and are regularly reviewed. However, the manager should ensure that all children's case records such as night routines and care plans contain accurate information and are signed by all staff. Furthermore, children should be actively encouraged to read their records and comment on these.

Feedback from professionals is positive. They say that communication in the home is good, and they are always kept up to date. One professional said, 'Staff in the home provide a nurturing approach to children.' They state that, as a result, 'Children have made good progress educationally and socially.'

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
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 work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(f)) This specifically relates to ensuring that all staff have the knowledge and skills to support children's individual needs and to ensure that the workforce provides continuity of care to each child.	30 September 2022

Recommendations

- The registered person should ensure that children are actively encouraged to read their records and to add to further information about them. ('Guide to the

Children's Homes Regulations, including the quality standards', page 62, paragraph 14.6)

- The registered person should ensure that children's case records are kept up to date and are signed and dated. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.3)

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: Post vacant

Registered manager: Catherine Littler

Inspector

Judith Birchall, Social Care Inspector

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