

2517184

Registered provider: Roc Family Support Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This private children's home is registered to provide care and accommodation for up to two children and/or young people who may have emotional and/or behavioural difficulties.

The manager is suitably qualified and was registered with Ofsted when the home opened in March 2019.

Inspection date: 12 February 2020

Date of last inspection: 23 July 2019

Judgement at last inspection: good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection.

At the interim inspection, Ofsted judges that it has improved effectiveness.

The young people are making progress. Their individual talents are nurtured so that they can achieve and experience success. Staff support the young people to participate in out of school activities. Young people use house meetings and key-worker sessions to make decisions about how they spend their time, as individuals and in a group. With encouragement and support from staff, young people try new activities and experiences. A young person wrote about a trip saying it was a 'fabulous day' and that they 'loved laughing'. Young people's achievements are celebrated, which means that they can have fun and develop their self-confidence.

Staff help the young people to prepare for adulthood and to successfully move on from the children's home. Staff create opportunities for young people to learn about independence, for example by grocery shopping, managing money and taking care of their home. The staff work in partnership with other professionals, family and friends to understand and meet the young people's needs. When additional services may be beneficial but are not in place, staff challenge decisions and advocate on behalf of the young people. Preparing for independence helps young people feel valued and their involvement in the decision-making helps them to feel in control of what is happening in their life.

The young people have positive relationships with staff and are encouraged to get along with people from different cultures. Staff help the young people to value diversity. Staff provide information and learning about other people's beliefs and the negative impact of stereotyping on people's lives. Through key-worker sessions, young people can think about their own views and what influences them. This means that the young people have a greater understanding of diversity and are more able to engage positively in their community.

The manager is innovative and focused on providing a home where the young people can reach their full potential. She is empowered by the leadership team to make changes which have a positive impact on the quality of care for the young people. The leaders and managers have monitoring systems which are effective and track young people's progress. They are able to identify themes and areas where young people require additional support. Young people are at the centre of planning and their well-being is a priority.

Young people experience good-quality care from a stable staff team. Staffing changes and sickness levels are very low. A holiday cover member of staff has joined the team. This ensures continuity of care and avoids the use of agency staff or staff who are unfamiliar to the young people. Staff feel positive about their work with the young people and the difference this makes.

Young people are supported to talk about their feelings and how they can express them safely. They can use sensory boxes to help them cope at difficult times. Staff endeavour to use positive behaviour management techniques, and records show that restraint has not been carried out in the home since it opened. While restraint remains an option for behaviour management in the home, all staff should be suitably trained to ensure that they comply with regulations.

Young people have risk assessments which are individual and up to date. Where they need additional support to be safe, staff work with the young people to help them understand danger and create plans to minimise the risk of harm. This helps young people to be safer and influence what happens in their life.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/07/2019	Full	Good

What does the children's home need to do to improve?

Recommendations

- The registered person is responsible for ensuring that all their staff have been adequately trained in the principles of restraint and any restraint techniques appropriate to the needs of the children the home is set up to care for as defined in the home's Statement of Purpose. ('Guide to the children's homes regulations including the quality standards', page 49, paragraph 9.57).

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: 2517184

Provision sub-type: Children's home

Registered provider: Roc Family Support Limited

Registered provider address: Hope House, Burnhope, Newton Aycliffe, Durham
DL5 7ER

Responsible individual: Sally Bishop

Registered manager: Sharon Nelson

Inspector

Catherine Heron, Social Care Inspector

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