

2517184

Roc Family Support Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private organisation. It is registered to provide care and accommodation for up to two children and/or young people with emotional and/or behavioural difficulties.

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

Inspection date: 30 November 2020

This monitoring visit

An on-site monitoring visit was carried out to investigate potential breaches of regulations. Due to an increase in notifications received by Ofsted, there are concerns regarding whether staff effectively manage the risks that children and young people face.

Children and young people are cared for by staff who respond swiftly when children and young people are at risk. Risk assessments are detailed and are regularly updated with information and strategies. This helps staff to understand how to keep children and young people increasingly safe.

The manager escalates concerns promptly when a child or young person is at risk of harm. Her collaborative approach enables children and young people's more complex needs to be identified so that they can receive specialist care when required.

A serious incident, involving self-harm, took place in the communal bathroom. Staff responded appropriately, keeping the child safe. However, a modification to the bathroom would be necessary if any child or young person living in this home presents with this risk.

Staff sensitively support children and young people who have difficulty in verbalising their wishes and feelings. Staff devise personalised alternative ways for children and

young people to communicate with them. This helps children and young people to overcome communication barriers and shows them that their views are important.

Staff have completed additional training to enhance their understanding of mental health issues. The manager arranged an interactive online training session, attended by her team within a staff meeting. Children and young people are cared for by a skilled and knowledgeable team of caring adults who are committed to meeting the needs of the children and young people in their care.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/02/2020	Interim	Improved effectiveness
23/07/2019	Full	Good

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

Recommendations

- The design of the home should include any necessary adaptation to meet the needs of children with specific health issues. ('Guide to the children's homes regulations including the quality standards', page 17, paragraph 3.24)

In particular, the shower rail should be modified in response to known risks to children and young people.

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: 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

Paula Kelly, Social Care Inspector

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