

2644283

Registered provider: Rocksteady Care Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home is registered to provide care and accommodation for up to four children, aged between eight and 18, with social and emotional difficulties. There were two children living in the home at the time of the visit.

There has been no registered manager since September 2024.

Inspection date: 8 April 2025

This monitoring visit

This visit was undertaken to address specific concerns received by Ofsted.

During the visit, it was determined that there were regulatory breaches. However, leaders had already devised plans to address many of the issues identified during the visit. It is acknowledged that the impact of these actions will take time to embed and to rebuild the confidence of the staff team.

The home has been without a registered manager and a responsible individual since September 2024. A new manager was appointed on 24 March 2025 and has a plan to submit her application to register. However, this has not yet been received by the regulator. There have also been changes to the senior leadership and directorship of the home, and these have not been notified in a timely way to the regulator.

Recruitment during this period has not always been safe. For at least two individuals, there is no information held by the organisation. Leaders have reviewed recruitment records and sought to restore any missing information. However, this still requires attention to ensure that systems are robust enough to determine that children are receiving care from safely recruited individuals at all times.

Two children have recently moved into the home. At the point of admission, staff were not provided with sufficient information to respond effectively and consistently to their specific risks and vulnerabilities. Whilst there is no evidence to suggest that children are currently at risk, there is a concern that staff do not currently have clear and informed guidance about how to recognise and respond to concerns around some risks comprehensively.

During this period, staff have felt despondent and in need of clearer communication from leaders. Management monitoring and oversight has not been rigorous enough and senior staff have not been supported sufficiently according to their level of experience.

While there are sufficient staffing levels to support the number of children living in the home, the team needs time to re-stabilise and prepare for any further arrivals. The team also needs to expand its numbers of permanent staff in order to reduce reliance on irregular staff at times of sickness, annual leave or other absence. Leaders have offered reassurances that they will be considering future referrals only once greater stability has been ensured and after the children currently living at the home have settled in sufficiently.

During the short period of time that the manager has been in post, she has developed a good level of knowledge about the current strengths and areas for development. However, no quality-of-care review had been submitted to the regulator at the time of the visit.

Since the last inspection, children have had positive and planned endings when moving on from the home. One of the children who recently moved in has begun to build a rapport with staff and is engaging in a variety of activities. He has already crafted some pieces of art, which are being displayed in the home. Both children are still settling in and learning the routines and boundaries of the home.

Two recommendations made at the last inspection have not been reviewed at this visit. They will therefore remain in place and be considered as part of the next full inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/04/2024	Full	Good
30/08/2023	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 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 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; 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 1(a)(b) 2(a)(c)(e)(f)(h) In particular, the registered person should ensure that there is effective monitoring and oversight from managers to ensure confidence and cohesion amongst the staff team. They should ensure that there is clear direction and sufficient support for staff.	30 June 2025

The registered provider must appoint a person to manage the children's home if there is no registered manager in respect of the home. (Regulation 27 1(a)) In particular, the manager should ensure that they submit their application to register with the regulator at the earliest opportunity.	29 April 2025
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that the individual is of integrity and good character; full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) 2(a)(b) 3(a)(d))	30 June 2025
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— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; have the skills to identify and act upon signs that a child is at risk of harm; take effective action whenever there is a serious concern about a child's welfare;	30 June 2025

and are familiar with, and act in accordance with, the home's child protection policies; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) 2(a)(i)(iii)(vi)(vii) (b)) In particular, there should be clear guidance for staff around managing risks at the point of children's admission to the home	
The registered person must give notice in writing to HMCI, as soon as it is reasonably practicable to do so, if any of the following events take place or are expected by the registered person to take place— any change of director, manager, secretary or other similar officer of the organisation; any change in the identity of the responsible individual; (Regulation 49 (e)(ii)(iii)) In particular, the registered person must ensure that they submit an SC3 to the regulator reflecting the current leadership arrangements in place.	30 June 2025
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.	30 June 2025

After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) 2(a)(b)(c) (3) 4(a)(b) (5))	
An organisation may only carry on a home if— each director of the organisation, except for a director who is the responsible individual, who is involved in the carrying on of a home by that organisation satisfies the requirements in paragraph (6); and the organisation has notified HMCI of the name, address and position in the organisation of the responsible individual. The requirements are that— the individual is of integrity and good character; and full and satisfactory information is available in relation to the individual in respect of the matters in paragraphs 1 and 3 to 6 of Schedule 2. A responsible individual must— satisfy the requirements in paragraph (5)(a) to (c); and	30 June 2025

have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated.

(Regulation 26 (4)(i)(ii) (6)(a)(b) (7)(a)(b))

Recommendations

- The registered person should ensure that any allegations made by children are recognised, recorded and reported at the earliest opportunity. Staff should report any allegation of abuse immediately to a senior manager within the home and any allegation of harm or abuse must be addressed in line with the home's child protection policy. ('Guide to the Children's Homes Regulations, including the quality standards', page 44, paragraph 9.17)
- The registered person should ensure that they comply with relevant health and safety legislations, including fire safety, and should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that they challenge any placing authority who asks them to accept a child in the absence of a complete and current relevant plan. It is essential that homes understand what will be required of them before they accept responsibility for a child's placement, to avoid disruption and instability for the child in future and for other children in the home. ('Guide to the Children's Homes Regulations, including the quality standards', pages 56-57, paragraph 11.5)

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: 2644283

Provision sub-type: Children's home

Registered provider: Rocksteady Care Ltd

Registered provider address: 18 Wealden Avenue, Tenterden TN30 6NN

Responsible individual: Post Vacant

Registered manager: Post vacant

Inspector

Tash Williams, Social Care Inspector

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