

2692837

Registered provider: Rockhopper Children's Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a large, private provider. It is registered to care for up to five children who may have special educational needs, and are likely to have social and emotional difficulties because they have experienced early childhood trauma.

At the time of the inspection, 5 children were living in the home. All children were spoken to as part of the inspection.

The manager has been registered with Ofsted since July 2024.

Inspection dates: 28 and 29 April 2026

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: 12 August 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/08/2025	Full	Good
30/07/2024	Full	Good
08/08/2023	Full	Good
17/05/2023	Full	Inadequate

Summary of findings

Children make good progress from their starting points as a result of the nurturing care they receive. They enjoy living in the home and have developed positive relationships with staff and with each other. The home provides a warm and welcoming environment, and most children's bedrooms are personalised to reflect their individual interests. However, one child's bedroom requires improvement to ensure that appropriate hygiene standards are consistently maintained.

Staff and the registered manager demonstrate a clear understanding of each child's risks and vulnerabilities. Children report that they feel safe in the home and are able to identify trusted adults they can speak to if they have worries or concerns. However, a lack of professional curiosity means that staff have not always responded effectively when children go missing from home.

Staffing arrangements are stable and generally sufficient to meet children's needs. The registered manager maintains oversight of the home and has a clear understanding of its strengths, as well as the areas requiring further development.

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, 3 children have moved into the home, and 2 children have moved out. Care planning for children moving into the home is carefully considered and well planned. Before children move in, they are supported to visit the home, and the registered manager will visit the children to reduce any anxieties they may have. Children already living in the home are consulted and their views are considered. As a result, children settle well.

When children leave the home, the registered manager works closely with external professionals to ensure that the right support is in place and that moves out of the home are carefully planned. For one child, regular multi-agency meetings were held, which ensured that the child moved to a new home in line with their individual needs. Staff maintain appropriate links with children after they leave the home. This means that children continue to maintain positive relationships and receive additional support when required.

Children have developed positive and trusting relationships with staff. Throughout the inspection, the inspector observed warm and nurturing interactions between staff and the children. Children have also developed positive relationships with each other and enjoy spending time together. During the inspection, the inspector observed the children playing football and gardening together.

Staff understand the importance of children's education and, as a result, two children have made significant progress. For one child, this has included reengagement in full-time education and obtaining the role as head pupil. When children are not accessing formal education, staff ensure that alternative arrangements such as tutoring and home learning are in place to support children's learning and development.

Overall, staff have a good understanding of children's health needs and ensure that children attend all routine health appointments. For children with complex health needs, the registered manager has put in place appropriate training and guidance to support staff to meet children's health needs. For one child, there has been a decline in their emotional health. However, staff have been proactive in recognising these changes and have sought specialist support.

Staff understand the importance of children's relationships with their families and friends. They support children in maintaining safe and enjoyable time with people who are important to them.

The home is well decorated, and the registered manager has worked hard to create a warm and welcoming environment. Most children's bedrooms are personalised and reflect their interests. However, one child's bedroom requires further attention to ensure that appropriate hygiene levels are maintained.

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

Staff have a clear understanding of children's risks and vulnerabilities. Risk assessments and behaviour support plans are in place and reviewed and updated when new risks emerge. Staff understand their safeguarding responsibilities and work with children to help them develop strategies to keep themselves safe.

Children report that they feel safe living in the home. They have positive relationships with staff and can identify trusted adults they can talk to if they have any worries or concerns. During the inspection, children were observed confidently approaching staff for reassurance and support.

Physical interventions in the home are rare and only used as a last resort to keep children and others safe. All staff have received the appropriate training to ensure that only approved holds are used. Following a physical intervention, children are offered debriefs to help them understand the reasons for a hold. Staff are also provided with an opportunity to reflect on their practice and reduce the likelihood of future interventions.

Allegations in the home are low. When allegations do occur, the registered manager responds appropriately. Referrals are made to the relevant professionals, including the local authority designated officer (LADO). Following an allegation, investigations are completed and lessons learned are identified to develop staff practice.

Medication arrangements are robust and staff demonstrate a clear understanding of safe medication administration. Where required, staff provide additional support to children to ensure that medication arrangements meet their individual needs. Effective management oversight, including regular audits, helps to ensure consistency and reduces the risk of medication errors.

Since the last inspection, there has been an increase in episodes of children going missing from home. Overall, when children go missing, staff take appropriate action to support their safe return. However, on one occasion, staff did not follow a child's individual safety plan, which caused a delay in reporting the child being missing. In addition, a lack of professional curiosity meant that another child was able to leave the home on 2 occasions without being noticed. The registered manager has since taken appropriate action to review the incidents and strengthen staff practice.

The effectiveness of leaders and managers: good

There is a suitably experienced and qualified registered manager in post who is child-focused and demonstrates a strong commitment to providing children with positive experiences and improved outcomes. She is well supported by an experienced and qualified management team that shares her vision and values.

The home benefits from a stable and consistent staff team, with many staff having worked at the home for several years. Staff show strong commitment to children and are passionate about providing the support and care needed to meet children's individual needs.

The registered manager ensures that staff receive appropriate training specific to the needs of the children they care for, and all staff hold the required qualifications. Staff receive regular supervision, which they describe as supportive and helpful to their development. Team meetings promote reflective practice and shared learning, and staff report feeling well supported by the registered manager and the wider management team.

The registered manager has effective monitoring systems in place to review and evaluate all aspects of practice in the home. These systems enable the registered manager to identify the home's strengths, highlight any areas for improvement, and take timely action to address shortfalls.

Feedback from all professionals is overwhelmingly positive about the care provided to each child. One child's social worker advised that their child has made great progress because of the support they have received.

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 within the given timescales.

Requirement	Due date
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— take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a) The registered person should ensure that staff understand and follow children's missing from care protocols when they go missing from the home.	8 June 2026
The registered person must maintain records ("case records") for each child which— are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1) (b)(c))	8 June 2026

Recommendation

- The registered person should ensure that the home is a nurturing and supportive environment that meets the needs of their children. This includes ensuring that all children's bedrooms maintain good hygiene standards. ('Guide to the Children's Home Regulations, including the quality standards', page 15, paragraph 3.9)

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: 2692837

Provision sub-type: Children's home

Registered provider: Rockhopper Children's Services Limited

Registered provider address: Unit 7, Brook Business Centre, Cowley Mill Road,
Cowley, Uxbridge UB8 2FX

Responsible individual: Fay Shelton

Registered manager: Shannan McGaw

Inspector

Lydia Isaac, Social Care Inspector

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