

2725420

Registered provider: Rockhopper Children's Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to five children with social and emotional difficulties and complex needs.

The manager registered with Ofsted in August 2023.

Inspection dates: 27 and 28 August 2025

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

Date of last inspection: 3 September 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/09/2024	Full	Good
15/01/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, four children were living at the home. One child has moved in since the last inspection, while the other children have lived there for over 12 months, including one for over two years. There is clear evidence of effective care planning, and all children are thriving and making good progress. Two children were on holiday during the inspection, and one child spoke directly with the inspector.

One child moved out of the home following a complex situation involving peer relationships. Although the move was challenging, the home acted responsibly and staff made efforts to support the child during the transition.

All children have experienced trauma and have additional needs, including neurodiversity diagnoses, or they are undergoing assessment for this. The home has successfully advocated for one child to receive an education, health and care plan and for another child to move to a setting that is more suited to their needs. Although not all children are currently in full-time education, all are engaged in some form of learning. Staff are actively working with professionals to review and improve education arrangements.

Children's health needs are well met. Staff ensure that children attend routine health appointments. Children's emotional well-being is also supported. The home is embedding a therapeutic model, supported by an external clinical psychologist. Staff nurture children within this framework, which contributes significantly to their progress and sense of security.

Children enjoy positive day-to-day experiences. Staff promote a wide range of activities, including attending clubs, group outings and international holidays. One child has been supported to pursue their interest in music, including spending time in a professional studio. Staff also promote independence within age-appropriate expectations.

Children's views are taken seriously. Regular meetings are held, and most children participate. For those who do not, their views are captured through other means. Complaints made by children are handled sensitively and with empathy.

The home is presented to a high standard. It is clean, modern and well decorated. Communal areas and outdoor spaces are particularly well presented, and children's bedrooms are personalised to reflect their individual taste.

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

Children are safeguarded effectively. Staff have strong, trusting relationships with children, characterised by mutual respect and genuine warmth. Staff know the children well and respond appropriately to their individual needs and triggers. Individual assessments and support plans are detailed and tailored to each child.

Positive behaviour is encouraged through meaningful conversations, some of which are planned by key workers. Staff help children to understand risks and reflect on their choices. Achievements are recognised, and consequences are proportionate and well recorded.

The home responds well to incidents. Although there have been a high number of incidents, staff respond effectively. Staff focus on de-escalation techniques where possible, and restraint only occurs occasionally. When they use restraint, records show that it is necessary and proportionate. Records show that there is a good follow up with children and management oversight through debriefs. Where gaps are identified, leaders respond with a thorough investigation and learning outcomes to improve practice.

Missing incidents have been managed diligently. Children's profiles and assessments are detailed and current. Staff follow procedures and work within a multi-agency framework to reduce risk and support children. Managers work with other agencies to seek out strategies to reduce risk and the frequency of missing episodes.

Staff and managers respond well to specific risks. For example, one child who was at risk of criminal exploitation received coordinated support both internally and externally, helping them to disengage from risky behaviour. For another child, the manager created a co-sleeping plan to help them at nighttime.

Health and safety standards are met, including fire safety. Door alarms are used selectively and are risk assessed. The locality assessment is detailed and appropriately evaluates risks in the surrounding area.

The effectiveness of leaders and managers: outstanding

The registered manager leads the home with a clear commitment to best practice. The leadership team, including the deputy manager and responsible individual, work cohesively and share high aspirations for children.

The staff team is stable and enthusiastic. Staff speak passionately about their roles and describe the home as feeling like a family. The inspector observed examples of this nurturing environment during the inspection. Staff feedback about the support they have from the manager and senior staff was exemplary. Staff feel incredibly well supported. Adjustments have been made to support staff with additional needs, such as dyslexia.

Recruitment practices are safe and compliant with regulations. Inductions are thorough, and new staff feel well supported. Training is comprehensive and includes monthly face-to-face sessions that are tailored to children's individual needs. Specialist training is also identified. The manager seeks to bring out the best of team members and encourages staff to take on leadership roles, such as delivering ligature training or leading on physical intervention approaches.

Staff have regular supervision, which they say is helpful and supportive. Additional practice supervision is provided for new staff, and group-based clinical supervision takes place for all staff. This helps to contribute to high standards of care.

Staff conduct is held to a high standard. Where concerns have arisen, leadership has responded with detailed investigations and a commitment to improvement. Minor gaps in practice are addressed constructively. Written records are also of a high standard. Documents are well written, child-focused and well organised. Management oversight is evident throughout children's files and in monitoring tools and audits.

Feedback from external professionals has been unanimously positive. Staff and managers work well as part of a multi-agency response to ensure the best care and outcomes possible for children.

No requirements or recommendations were made at this inspection.

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: 2725420

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:

Registered manager: Amy Bishop

Inspector

Daniel Rankin, Social Care Inspector

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