

# 2729532

Registered provider: Rockhopper Children's Services Limited

Assurance inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is privately owned and provides care for up to five children with social or emotional difficulties. At the time of the inspection, one child was living in the home.

The home has not had a registered manager since October 2025.

**Inspection date:** 27 November 2025

**Date of last inspection:** 28 April 2025

**Judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Information about this inspection

At these inspections, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

## Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Safeguarding concerns are managed effectively and addressed promptly. Relevant professionals are kept informed, and children receive appropriate support when safeguarding issues arise.

When the child goes missing from the home, staff maintain detailed records of the incident and the actions taken. They engage with the child afterwards to reduce the likelihood of recurrence. Staff take all reasonable steps to keep the child as safe as possible during these episodes.

Staff promote positive routines for the child. The child attends school regularly and responds well to incentive plans designed to encourage good habits.

The child benefits from external therapeutic support and input from other professionals. This work is helping the child develop emotional regulation and an understanding of healthy relationships.

External professionals speak positively about the care provided to the child. They report that the child's views, wishes and feelings are listened to and that staff have built strong relationships with the child. Professionals also highlight good communication and a welcoming approach from staff during visits.

The home has been without a registered manager for several weeks, with the deputy manager assuming responsibility for managerial tasks. The deputy manager maintains good oversight of the home, promptly reviewing all documentation and ensuring actions from reviews are completed by the team. The provider has recently appointed a new responsible individual. Ofsted is in the process of checking that this person has the relevant capacity, experience and skills to carry out the role.

Risk management plans for the child are clear and understood by staff. Staff demonstrate awareness of the child's risks and vulnerabilities and respond appropriately in line with the guidance set out in the plans. However, some elements of the child's plan are not proportionate to the identified risks, which has contributed to strained relationships with local emergency services. The deputy manager has not received sufficient support from senior leaders to challenge decisions made by other professionals that are not in the child's best interests.

The deputy manager liaises regularly with external professionals to support a multi-agency approach to meeting the child's needs. However, senior leaders have not provided structured support for the deputy manager in her temporary role. She is isolated from senior leaders and other managers due to the home's distance from



the organisation's other settings. The most recent supervision was conducted virtually, limiting robust oversight from senior leaders.

The recommendations raised at the previous inspection were not considered in this assurance inspection. These are restated.



## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 28/04/2025      | Full            | Good                            |
| 17/09/2024      | Full            | Requires improvement to be good |
| 17/06/2024      | Full            | Inadequate                      |
| 16/01/2024      | 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 within the given timescales.

| Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Due date       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>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.<br/>(Regulation 13 (1)(a)(b) (2)(a))</p> <p>In particular, senior leaders must ensure sufficient levels of support are provided to the temporary manager.</p> | 8 January 2026 |

### Recommendations

- The registered person should ensure that all serious events are notified to Ofsted in a timely way. The notification should include details of the event and the action taken to ensure children's safety and well-being. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.13)
- The registered person should ensure that staff receive suitable training to meet the needs of all children who live in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 51, paragraph 10.1)



## Children's home details

**Unique reference number:** 2729532

**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:** Post vacant

## Inspector

Louise Webling, Social Care Inspector



The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at <http://reports.ofsted.gov.uk>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2025