

2734721

Registered provider: Rock Housing and Support Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is registered with Ofsted to provide care for up to four children with learning disabilities. The home was registered on 24 November 2023.

The registered manager is suitably experienced and holds the relevant qualification. They registered with Ofsted on 17 January 2025.

Three children were living at the home at the time of the inspection.

Inspection dates: 17 and 18 February 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: 3 December 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/12/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Three children with complex needs live in the home. All children were spoken to and observed interacting with staff and others in the home.

Children live in a nurturing environment which helps them to feel safe. The atmosphere is calm and relaxed, and there is a sense of togetherness. There is a culture of inclusivity, enabling children to build meaningful relationships. Children have positive connections with one another. Their interactions reflect a genuine sense of belonging.

One child's move to the home has been well planned. The child's family have been very involved, such as choosing the décor for the child's bedroom. The child and their family have already visited the home and met the other children. This will support a smooth transition for the child. A family member said they feel reassured about where their child will live. All children have been well prepared for the new arrival.

Information sharing with professionals is good. The registered manager maintains consistent and effective communication with children's social workers. One young person has recently turned 18. The registered manager is supporting their social worker to identify an appropriate adult provision. They are advocating for the young person to receive the standard of care they need.

Children are making excellent progress since moving into the home. Children have increased independence, emotional expression, social engagement, and improved routines. One child has improved mobility and communication. They now take part in daily activities and understand and follow a routine. This has significantly improved their quality of life and well-being.

Staff receive specialist training and follow the advice of health and medical professionals. One child has a complex health need. Since living in the home their health has improved, and their medication has now reduced. The child understands their health needs well, has grown in confidence and independence.

Staff use a wide range of simple communication tools. They support children's understanding of their day-to-day experiences. Children have well-established routines that promote predictability. This helps them to feel safe and secure.

The registered manager provides children with meaningful opportunities for community presence and participation. They promote inclusion and advocate for children. Children experience and enjoy activities that help them to develop confidence. Such as attending a dance class, church or getting their first haircut.

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

The registered manager and staff understand their safeguarding roles and responsibilities. They take swift action to ensure that children are safe. Staff understand children's individual risks and behaviours well. Children trust staff and feel safe.

Risk assessments detail children's needs and risks. They outline strategies for staff to use to keep children safe. This includes when staff administer intimate and personal care. This is done so with sensitivity and respect for children's dignity.

Safeguarding incidents rarely occur. When they do, the manager thoroughly investigates. They take immediate action to ensure children are safe. They complete a thorough learning review and implement measures to prevent reoccurrence. They also complete a 'de-brief' with staff and children. This helps managers and staff to reflect on their actions. Thus, identifying any learning to improve their practice when keeping children safe.

Staff are attuned to children's feelings and emotions. They understand how children communicate these through their behaviour. They support children to recognise, name, and safely process their emotions. As a result, one child is now more able to verbalise how they are feeling and has developed empathy for others.

Since the last inspection, there has been one physical intervention. This was proportionate and managed with sensitivity and support for the child's needs.

The home has appropriate storage and administrative systems in place for children's medication. The manager undertakes regular audits to ensure these systems remain effective.

Overall, allegations and complaints are responded to appropriately. However, on one occasion a staff member did not report an allegation to the on-call manager. The managers monitoring discovered this the next day and they took appropriate action. There were discrepancies in the record of this incident, such as the child's movements. The record did not clearly identify the author either. This has potential to compromise the manager's oversight.

The effectiveness of leaders and managers: good

The registered manager is enthusiastic and dedicated. They are an inspiring advocate for children. They escalate concerns when there are delays in care planning by placing authorities. They also advocate for children to receive the right care for their complex needs. They do so despite challenges which may occur. They place children at the centre of everything they do.

There is a stable and committed staff team. Staff work well together; they support each other and there is a strong sense of team working in this home. There is no use of

agency staff which means children receive care from staff who are familiar to them. Staff understand children's needs and know them well.

Staff receive reflective supervision and feel well supported. The manager also encourages staff to reflect on their practice at the end of each day. Staff have started to make a record of their reflections. This helps staff to identify how they can improve their practice. Thus, promoting continuous improvement in the care children receive.

Staff receive training pertinent to children's needs and risks. This includes training by health professionals. As a result, staff know children well. They understand their needs and how they should respond to them. Overall, children receive care which is sensitive and empathic.

The manager has established excellent relationships with external professionals. They are highly regarded for their collaborative approach. The manager ensures that professionals understand children's complex needs. Professionals provided highly positive feedback. They all noted significant improvements in children's wellbeing and development.

The registered manager has adequate monitoring systems in place. They identify shortfalls in the quality-of-care children receive. The manager completes regular file audits. As a result, they understand how children are being cared for. They are also aware of the home's areas of development.

The responsible individuals monitoring requires improvement. They do not include children's views, wishes and feelings. There are shortfalls in their oversight of the home and the registered manager. The manager's supervision does not include enough reflection on children's experiences and progress.

The television in the lounge is in need of repair. There has been some delay although plans are in place for this to happen.

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 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 in paragraph (1) requires the registered person to— 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(f)(g)(i)(ii)(h)) In particular, the registered person must ensure that senior managers have adequate systems in place to monitor the quality-of-care children receive. This includes obtaining the views, wishes and feelings of children and acting on these to ensure continuous improvement. The registered person must also ensure that the registered manager is provided with regular and reflective supervision that	24 May 2026

is curious about the day-to-day experiences of children and their progress.	
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Recommendations

- The registered person should ensure that the children's home is a nurturing and supportive environment that meets the needs of their children. This includes prompt repair and replacement of broken items. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that records illustrate accurately events leading up to, during and following safeguarding incidents. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 2734721

Provision sub-type: Children's home

Registered provider: Rock Housing and Support Services Limited

Registered provider address: 38 Grove Lane, Keresley End, Coventry CV7 8PN

Responsible individual: Muchada Webster Bvunzawabaya

Registered manager: Kim O'Neill

Inspector

Sarah Berry, Social Care Inspector

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