

2745080

Registered provider: Rock Lennox Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is privately owned and provides care for up to 3 children who may experience social and emotional difficulties.

At the time of inspection, two children had left the home. One child was being cared for at the time of the inspection, and they contributed to the inspection.

The manager is registered with Ofsted

Inspection dates: 10 and 11 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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 10 September 2024

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/09/2024	Full	Requires improvement to be good
29/05/2024	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Staff have developed warm and trusting relationships with children. There is an ethos of mutual respect in the home and staff are consistent and available to the children. Staff know the children well and speak about them with warmth and pride.

There is a culture of helping children to progress while they are living at the home. Children are prepared to live independently because the staff undertake meaningful work with them. They set the children achievable goals to work towards and this gives children confidence in their abilities.

Children have attended education in some form, and they are making progress. The stability of school is a real strength. For one child, they travel a considerable distance to attend education. Staff and professionals supported the child, who said they would rather travel than change schools. Staff support children to see the importance of learning. Staff communicate regularly with education staff. This helps children to make progress in their education.

The staff offer lots of support to the child currently living at the home to maintain relationships with people who are important to them. The child is supported to maintain friendships, which promotes meaningful relationships.

The children can make their views known about how they want their bedrooms to look. Children arrange their rooms according to their wishes and staff are respectful of this. However, the home's decor looks tired in places. For the environment to feel more homely, some areas require updating.

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

The child living at the home reported that they feel safe, and that staff keep them safe. The child can identify staff they trust and feel they can talk to. The child is developing good bonds with staff, and this is helping them to feel safe, which is fundamental to making progress.

Children have made good progress from their starting points, when moving to the home. They are happy and settled. Staff provide nurturing and consistent care. They have trusting and positive relationships with staff and they benefit from predictable routines and boundaries, and this helps them to feel secure.

Children have rarely gone missing from home. Children have individualised risk assessments in relation to going missing. Staff are aware of the procedures should a child go missing. This ensures that children are safeguarded if they go missing from care.

Children have many opportunities to share their views, and they are confident that staff listen to them. Key-working sessions are used effectively to help children explore their feelings following incidents. However, there are occasions when staff have used stigmatising language in children's written records. This does not reflect a nurturing or trauma-informed approach and may negatively affect children should they access their files in the future. In some instances, the recording of discussions is overly critical of children, which does not support their understanding of their emotions or help them to develop positive self-regulation skills.

Physical interventions are used only as a last resort to keep children safe. Children are supported to understand the reasons why they have been held. There is detailed recording of incidents and how staff tried to de-escalate situations before resorting to physical intervention. However, records lack sufficient management scrutiny. On one occasion, staff did not respond appropriately when the child presented as physically distressed. The manager did not identify that a learning review was required to assess how practice can be adapted.

The effectiveness of leaders and managers: requires improvement to be good

Leaders and managers are visible and approachable. Staff say that they are very well supported in their roles and day-to-day care practice. They are held in high regard by the child, staff and external professionals.

Partnership working with external professionals is a strength. Professionals spoken to reported that the levels of communication between them, the manager and the staff were good. This effective partnership working is helping to ensure that children's plans progress, and children continue to make progress.

Children have not always been supported to be safe. Staff on 2 occasions recognised risk, however, did not take immediate action to reduce this. The manager has failed to have conversations with staff to ensure that they know what action to take if they have any concerns about a child.

The manager and staff do not always support children to feel comfortable with their identity. Staff show curiosity, however, have yet to develop creative ways to speak to the child. This does not help the child to feel safe to explore because staff have not received the support to have a sensitive and non-judgmental approach.

There are weaknesses in the manager's monitoring arrangements. Key documents lack sufficient managerial scrutiny and evaluative oversight. As a result, opportunities to learn from events and improve practice are missed, which limits the home's ability to strengthen outcomes for children. The manager recognises that staff require further

support to enhance their report-writing skills; however, this development work has not yet been fully embedded in practice.

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— help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; 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)(ii) (2)(a)(ii)(b)) In particular, this refers to staff having the confidence to have difficult conversations with children. Further, that staff respond to incidents when a child is at risk of harm and ensuring that records of incidents are clear, detailed and demonstrate management oversight, reflection and learning.	8 April 2026

Recommendations

- The registered person should ensure the home is a nurturing and supportive environment that meets the needs of their children, and is a homely, domestic environment. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person is responsible for ensuring that all their staff have been adequately trained in the principles of restraint and any restraint techniques appropriate to the needs of the children the home is set up to care for as defined in the home's Statement of Purpose (Guide to the children's homes regulations, including the quality standards', page 49, paragraph 9.57)

- The registered person should ensure that staff are familiar with the home's policies on record-keeping, and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('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 standard.

Children's home details

Unique reference number: 2745080

Provision sub-type: Children's home

Registered provider: Rock Lennox Limited

Registered provider address: 58 St. Peters Road, Leicester LE2 1DD

Responsible individual: Lorna Bowen

Registered manager: Penny Broughton

Inspectors

Corline Parker, Social Care Inspector
Jenna Allen, Social Care Inspector

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