

2766141

Registered provider: Residential Child Care Community (North West) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. The home provides care for up to three children who may experience social and emotional difficulties.

At the time of the inspection, the home was providing care for three children. Two children spoke with the inspector to share their views.

The manager registered with Ofsted in April 2024.

Inspection dates: 20 and 21 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 17 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
17/09/2024	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive good-quality care from a staff team who know them well and understand their individual needs.

One child has recently moved into the home following a planned and child-focused transition. Children already living in the home were consulted prior to the child moving in and initially made positive relationships. While some challenges in group dynamics have since developed, staff have responded proactively, offering guidance and support to all children. Children's interactions are closely monitored by staff, who work to help them develop positive ways of managing relationships and living together.

Some of the challenges regarding children's engagement in education that were identified on previous inspections remain. Children continue to find it difficult to engage consistently with learning. However, there are obvious signs of progress, with one child now attending an alternative provision and another child engaging in positive discussions about home tutoring. This is reflective of staff's continued efforts to promote education despite the ongoing barriers.

Staff well understand children's health needs. On occasions when children are reluctant to attend health appointments, staff take time to educate them about the importance of these, encouraging their engagement. Staff also work closely with external professionals to ensure that children receive the right support when required. For one child who was not engaged with health services for several years, some progress has recently been noted. This reflects staff persistence and the use of external support to promote the child's engagement.

Children are offered the opportunity to take part in a range of activities both within the home and in the local community. These have included nature walks, visiting theme parks and swimming. For one child, although there are still activities they decline to engage with, there has been a significant improvement in their participation in activities outside of the home. This has been supported by the positive relationships that they are continuing to develop with staff.

Children are supported to maintain relationships with those people who are important to them. Staff understand the value of these connections and they make practical arrangements to ensure that children can spend time with family and friends. When challenges arise in children's relationships, staff work sensitively with social workers and families to promote positive and safe interactions.

The home is welcoming and comfortable. However, some areas would benefit from redecoration to ensure that the environment consistently reflects the good quality of care provided.

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

The registered manager has developed clear plans and risk assessments that are individual to children. These are regularly updated when emerging needs are identified. Staff have a clear understanding of children's risks and how to respond to these.

When shortfalls in staff practice have been identified, managers have acted in a timely manner. When required, the management team has provided individual support to staff or team training to develop practice. This is with a view to ensure that staff responses are consistent in promoting children's well-being.

There has been an increase in incidents where staff have held children to keep them safe. Staff's holds have consistently been used only as a last resort to promote the child's safety. A recent reduction in incidents reflects staff's growing understanding of the child and the development of positive relationships.

Incidents of children going missing from the home have reduced, with none reported in the last six months. Staff have worked hard to develop positive relationships with children and have been strong advocates regarding children's views on their free time. Children feel confident that staff will express their views to other professionals, which has helped with the development of trusting relationships between staff and children.

When children have reported low mood or engaged in self-injurious behaviours, staff have provided support and worked closely with external clinicians. One child regularly engages with the in-house therapist, and staff have supported them to access further mental health services when required.

Staff ensure that the home environment remains safe by completing room searches when concerns have been identified. These searches are conducted in a manner that is respectful and promotes children's privacy and dignity, while also ensuring that there is a proactive approach to safeguarding children's physical and emotional well-being.

Children and staff have regular discussions that are adapted to children's individual needs to promote their learning and understanding. These sessions cover a range of topics, including substance misuse, bullying, positive peer relationships and sexual and mental health. These sessions are identified and reviewed on a regular basis to support children's knowledge and provide strategies to support them in managing risks.

The effectiveness of leaders and managers: good

The registered manager is supported in her role by a deputy manager. Both lead by example and provide child-focused leadership that prioritises children's needs.

When staff have reported feeling overwhelmed, the leadership team has provided support and guidance. Staff are encouraged to seek advice from the in-house clinician, ensuring that they receive the emotional support needed to effectively manage challenging situations and maintain good standards of care for children.

Although there have been some staffing challenges, the core team remains in place, which provides stability for children. Staff based at the provider's other homes are also used to cover any staffing shortfalls, ensuring that children continue to receive consistent care and support.

Team meetings are regular and well attended. The management team uses sessions to provide staff with opportunities to refresh training and promote a collaborative approach to practice. The team also uses sessions to collectively review incidents, applying research-based models to support a shared understanding of practice and reflect on any areas for change or development.

Staff receive regular, reflective supervision from the registered manager or a senior staff member. Supervisions are used in response to any specific incidents or identified areas of need. These provide staff with appropriate support and opportunities to reflect on their professional progression and any areas of practice development.

The home has recently changed their independent visitor. Reports have, on occasion, been submitted to the regulatory body later than required, which reduces their effectiveness in supporting timely oversight and scrutiny. This is an area that the management team is aware of and seeking to improve. However, this is yet to be embedded.

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
The registered person must ensure that an independent person visits the children's home at least once each month. The independent person must provide a copy of the independent person's report to— HMCI; upon request, the local authority for the area in which the home is located; the placing authorities of children; the registered provider and, if applicable, the registered manager; and the responsible individual (if one is nominated). (Regulation 44 (1) (7)(a)(b)(c)(d)(e)) In particular, the registered person must ensure that reports of the independent person's visit are provided to the regulator in a timely manner.	3 October 2025

Recommendation

- The registered person should ensure that the home is decorated to a good standard throughout to ensure that children live in a homely environment. ('Guide to the Children's Homes 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: 2766141

Provision sub-type: Children's home

Registered provider: Residential Child Care Community (North West) Limited

Registered provider address: 843 Finchley Road, London NW11 8NA

Responsible individual: Clare Harris

Registered manager: Dawn Erving

Inspector

Carrie Mayes, Social Care Inspector

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