

SC442401

Registered provider: ROC Northwest Limited

Full 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 5 children who may experience social and emotional difficulties. At the time of the inspection, 5 children were living at the home. Four children were spoken to by the inspector.

The manager has been in post since October 2023 and registered with Ofsted in May 2024.

Inspection dates: 9 and 10 December 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: 12 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/03/2025	Full	Good
28/02/2024	Full	Good
28/02/2023	Full	Good
24/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, 4 children have moved into the home, and 4 children have moved on. Plans for these moves are well structured and thoughtfully implemented. One child is in the process of leaving the home. This decision reflects careful consideration of the child's choices, the impact on others and the challenges of managing behaviours and emotional needs in the home.

There have been strong levels of consultation with all external professionals, and partnerships continue to be well maintained. Feedback from children has been positive, with no complaints or concerns raised.

Children make progress in their education. One child has shown significant improvement in attendance and established a consistent routine. This has seen increased engagement in education for children at different stages of their academic journeys.

Children's lives are improving. They make good progress from their own starting points and enjoy living in the home. Children have trusting relationships with staff and maintain these positive connections. They receive well-planned, personalised care that meets their needs effectively.

Children's health needs are met. Staff make sure children attend their health appointments and encourage them to live a healthy lifestyle. For one child, this has meant medication changes enabling a structured sleep pattern and routine, which has helped them make progress. Staff also support children to spend time with their families and friends, helping children keep strong relationships with the people who matter most.

Staff support children to experience activities. Children have been able to go on holiday for a few days, allowing them time away from the home and to build peer relationships.

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

Staff understand risk and promote children's safety. Staff follow risk management plans, gaining an understanding of individual needs and vulnerabilities. While there have been incidents, these have been managed promptly with reflective practice and decisive actions to keep children safe.

The home provides a warm, homely atmosphere that feels welcoming. It is increasingly personalised for the children, with ongoing improvements to enhance comfort and individuality. When children expressed wanting new, larger beds, staff listened, and all children received new double beds.

Staff work closely with wider professionals and other safeguarding partners to protect children. They act quickly to report serious events to the right authorities. If a child

leaves or goes missing, staff respond immediately, follow clear procedures and actively search for them. They collaborate with the police to make sure the child returns safely.

Children feel listened to and know how to complain. One child said, 'If I had to complain, I'd speak to staff, the manager or family. There is always someone to tell, but there are no issues.'

Staff create a safe and supportive environment where children can make good decisions. Clear boundaries are in place, and when behaviour needs to be addressed, responses are fair and balanced. Rather than just using consequences, staff take time to talk with children, helping them understand what happened and how to make better choices next time. This includes the use of restorative practices, an approach that is reducing negative behaviour and building trust.

The effectiveness of leaders and managers: outstanding

Leadership and management remain strong, with effective oversight of all incidents. The manager's presence is clear throughout records, demonstrating accountability and attention to detail. There is a clear vision for the home, and the leadership team actively champions the needs of children.

The manager provides clear direction and leads by example, creating a sense of purpose for the whole team. Staff feel motivated, and their energy is focused on making a real difference in children's lives. Everyone works towards the same goal, which strengthens teamwork and commitment. One staff member said, 'I've worked in this provider for 13 years, and this is the best manager I've ever had.' This leadership approach inspires confidence and ensures that children receive the best possible care.

The manager advocates for children and promotes a family-focused approach, helping children feel a sense of belonging. As one child said, 'I wish I'd moved to the home sooner, it is great.'

The manager demonstrates a strong commitment to promoting therapeutic approaches for children. This ethos is embedded in practice and has resulted in plans for staff to receive regular input from an independent clinician. The clinician provides advice on children's experiences and supports planning to meet their individual needs. As a result, staff can enhance the quality of their interventions and apply therapeutic principles effectively, ensuring that children receive consistent and well-informed care.

Staff receive strong professional support from the manager. Regular supervision and child-focused team meetings promote reflective practice. The manager ensures that staff have opportunities to review their work, enabling them to provide high-quality support that improves children's progress and experiences. This is strengthened through workshops at the end of each team meeting, incorporating a variety of learning topics.

No requirements or recommendations were raised 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: SC442401

Provision sub-type: Children's home

Registered provider: ROC Northwest Limited

Registered provider address: 4th Floor, Parkview, 82 Oxford Road, Uxbridge UB8 1UX

Responsible individual: Jeanette Swift

Registered manager: Jemma Miller

Inspector

Paul McKay-Smith, Social Care Inspector

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