

SC442401

Registered provider: ROC Northwest

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 five children who may experience social and/or emotional difficulties.

The post for a registered manager is currently vacant. A new manager has been in post since October 2023 and has submitted her application to register with Ofsted.

At the time of the inspection, five children were living in the home.

Inspection dates: 28 and 29 February 2024

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: 28 February 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/02/2023	Full	Good
24/03/2022	Full	Good
03/02/2020	Full	Good
06/02/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Leaders and managers carefully consider the needs of children moving into the home and take into account the impact on children already living in the home. When children leave the home in an unplanned way, staff maintain contact with them until they are settled in their new home.

Children's bedrooms are personalised, and if children ask to make any changes to their bedrooms, they are responded to in a timely manner. There are areas of the home that need painting, and the addition of photos of the children to the communal areas would give it a more homely feel. The downstairs toilet window needs to be fully covered to maintain the children's privacy at all times.

Children have trusting relationships with staff who know them well. Children move freely around the home and could be heard throughout the inspection talking and laughing loudly with staff.

Children are accessing education. When children do not have an identified school, the manager advocates for them to ensure that there is alternative provision in place until a school is identified.

Children contribute to meal and activity planning. They recently enjoyed a 'come dine with me experience', which gave them the chance to showcase foods associated with their heritage. Activities enjoyed by the children include jujitsu, swimming and football. When children do not want to attend group activities, the manager and staff arrange one-to-one access for them, which builds their confidence and self-esteem.

Children are registered with health services and are encouraged to attend appointments. When children find attending health care appointments difficult, staff take time to understand the reasons for this. Staff prioritise encouraging and improving children's attendance at health related appointments.

Children contribute to their risk assessments and behaviour management plans. They are supported to develop strategies to manage their emotions and behaviours. One child said, 'I don't recognise the child I was when I moved in. My reactions have changed so much, and that's due to the support of the staff.'

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

Staff understand the procedure to follow when there are safeguarding concerns. They promptly share information and take a multi-agency approach to keep children safe. A social worker said, 'They share the steps they take to minimise risks and have been proactive in accessing additional services to support this.'

Children's risk assessments are updated following incidents and to record any progress. When there are emerging risks, staff undertake training to provide them with the skills and knowledge to manage the risks. Children take part in targeted direct work, which is educational and uses local and national resources.

When children go missing from home, staff consistently respond in line with children's individual plans. They work closely with the police to secure children's safe return, and they keep social workers updated. Management oversight identifies any changes in practice required to further reduce risk.

Positive behaviour is promoted using verbal and written praise and incentives. The restorative approaches to managing children's behaviour have strengthened, and the manager is working with staff to develop their understanding of the root causes of children's behaviours.

Staff use effective de-escalation strategies in line with the children's plans. Holding a child is only used as a last resort when necessary to keep children and staff safe. Children have the opportunity to reflect on incidents and share what they found to be effective or not. Children do this in an open and transparent way. This demonstrates that children feel listened to.

The effectiveness of leaders and managers: good

The manager is suitably experienced and qualified. She has made it her mission to get to know the children and staff. The manager has introduced effective management oversight systems. This has helped her to formulate a clear action plan for the home's development, which she has started to implement.

The statement of purpose is kept under review and clearly sets out the ethos and objectives of the home. However, the model of care set out in the statement of purpose is not evident in staff practice. Furthermore, staff do not have a clear understanding of the home's model of care and its application in practice.

Supervision has taken place with staff regularly since the new manager joined the home. Supervision is reflective and gives the manager and staff the opportunity to consider children's progress and staff development needs. Annual appraisals include feedback from children.

The manager's review of the home's location includes consultation with external agencies and includes information about the local area. However, the review would be strengthened by including consultation with children and staff.

The manager understands the plans for the children, and she works with social workers to monitor the progress children are making. A social worker said, 'Staff communicate well, and the manager attends all relevant meetings.'

The manager takes action to address any concerns or complaints. Investigations are thorough and include discussion with all relevant people. The outcome of any complaint is shared with complainants at face-to-face meetings, and this is followed up in writing.

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff understand and apply the home's statement of purpose; provide to children living in the home the physical necessities they need in order to live there comfortably; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (1)(a)(b) (2) (a)(b)(i)(vii)(c)(i)) The registered person must ensure that the model of care provided in the home is in line with that detailed in the statement of purpose. The registered person must ensure that all bathrooms have appropriate window covers to maintain children's privacy.	12 April 2024

Recommendation

- The registered person should ensure that the review of premises includes consultation and takes into account the views of each relevant person, including staff members and children living in the home. ('Guide to the Children's Home Regulations, including the quality standards', page 64, paragraph 15.1).

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

Registered provider address: 5th Floor, Metropolitan House, 3 Darkes Lane,
Potters Bar EN6 1AG

Responsible individual: Jeanette Swift

Registered manager: vacant

Inspector

Sarah Jackson, Social Care Inspector

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