

SC442402

Registered provider: ROC Northwest Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is one of several homes operated by a private provider. It provides care for up to two children who may have emotional and social difficulties and/or special educational needs.

The manager registered with Ofsted in May 2020.

At the time of the inspection, there was one child living in the home.

Inspection dates: 16 and 17 April 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: 13 August 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/08/2024	Full	Outstanding
31/10/2023	Full	Outstanding
15/02/2023	Full	Good
16/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

One child was living in the home at the time of the inspection. One child moved to independence a month prior to inspection. Staff supported the child with this transition well. They visited the accommodation with the child and supported the child to develop independence skills leading up to the move. Since moving, staff have completed further visits to the child, offering advice and emotional support. The child said: 'I wasn't left feeling abandoned.'

Staff actively engage with children, resulting in them feeling listened to. Children experience a consistent response to their needs, which helps children to develop trust in adults.

Children attend education. Staff communicate well with education professionals to ensure that learning is tailored to the individual needs of each child. This means that children make progress from their starting points.

Staff ensure that children are provided with new experiences and activities. Staff promote opportunities for children to learn, which has resulted in one child discovering a passion for playing the guitar, achieving a lasting interest that has remained after leaving the home.

Children's views are listened to and taken seriously by staff. Feedback they provide to staff leads to changes to the home environment, resulting in children feeling valued and actively involved in shaping their experiences.

Staff encourage children to succeed, using incentives that are personalised to each child, meaning that children have direct input into their rewards or natural consequences. This nurtures their sense of self and responsibility, resulting in increased confidence and independence.

Children's achievements are celebrated in the home. Irrespective of the size of the accomplishment, children feel cared for and important.

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

Staff understand the risks concerning children and are skilled in handling complex situations. This ensures that children's safety is at the centre of the care they receive.

Children feel safe and are protected from harm. Children have seen a stable period without incidents. Staff are skilled at managing risk and complex behaviours. Children do not go missing and staff have not used any form of restraint to manage behaviours since the last inspection. Staff manage risk effectively through rewards and natural consequences for children.

Children feel listened to and respected. When one child raised a complaint, this was taken seriously and there was mediation support to resolve this. The result was children being able to resolve differences and create an environment of shared responsibility.

Children are encouraged to develop their independence skills and to take manageable risks. Staff use safe processes to do this and ensure that children's safety is prioritised when doing so. This extends to individualised requests for activities outside the home, whereby planning is required. This leads children to develop an understanding of healthy risk and support.

The effectiveness of leaders and managers: good

The manager is experienced and possesses the relevant qualifications. They have consistently provided support to both staff and children. Staff speak highly of the manager's leadership and the support that they receive.

The home has a stable workforce. The stability of staff ensures continuity of care for children, leading to familiarity and sustained progress for children. Staff attribute this stability to effective leadership and passion in maintaining high standards for children.

The manager undertakes monthly audits to assess the quality of care provided to children. These are used to plan workforce and home developments to further strengthen the experiences and overall care provided to children. This promotes a learning culture that is tailored to the needs of both children and staff.

Comprehensive induction and training are provided to all staff, including periods of shadowing to ensure that children become familiar with any new staff member involved in their care. This strengthens the quality of care provided and maintains continuity for children.

Staff feel supported and receive regular supervision. This encourages reflection on the needs of children, staff well-being and professional development. Staff find this time useful and feel supported to develop in their own careers. One staff member said: 'The manager is the best I have had. They always try their best for staff and are flexible if life matters arise.'

The manager knows the children well, resulting in strong advocacy for the welfare of children under their care. The manager will challenge decisions that are contrary to the best interests of children, ensuring that the voice of the child is present throughout. Children trust the manager and seek their support with confidence, knowing this is consistent and informed by experience.

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: SC442402

Provision sub-type: Children's home

Registered provider: ROC Northwest Limited

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

Responsible individual: Jeanette Swift

Registered manager: Che Cain

Inspector

Paul McKay-Smith, Social Care Inspector

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