

SC464809

Registered provider: ROC Northwest Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider operates this home. It is registered to provide care for up to five children who may experience social and emotional difficulties or physical disabilities.

The manager registered with Ofsted in August 2024.

There were three children living at the home at the time of this inspection.

Inspection date: 27 November 2025

Date of last inspection: 12 May 2025

Judgement at last inspection: good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Since the last inspection, three children have moved out of the home and two new children have moved in. This transition caused some disruption as one child's complex behaviour impacted others. Despite this, children say that they have trusted relationships with staff.

Children say that they feel safe and supported by staff and staff provide them with emotional support and guidance through difficult experiences.

All children are in full-time education. Staff work closely with schools to share information that supports learning. While some children have experienced challenges resulting in suspensions or absences, staff have helped them to attend meetings and re-engage with their education.

Staff support children in maintaining safe family relationships and work collaboratively with families and other services to achieve this. For example, one child was recently able to meet a cousin for the first time. When children disagree with restrictions on certain relationships, staff take time to explain the safeguarding reasons behind these decisions.

The home is safe, well maintained and personalised to help children feel settled. Regular health and safety checks ensure that the environment remains suitable for those living there.

Children know how to raise concerns, and they feel listened to through key-work sessions and open discussions. Although they express frustration about restrictions or Wi-Fi rules, they understand that these boundaries are in place to promote safety and routine.

The home is safe, well maintained and personalised to help children feel settled. Regular health and safety checks ensure that the environment remains suitable for the children living there.

Staff understand children's experiences and adapt their approach to meet children's individual needs. Risk assessments are regularly reviewed. Staff talk with children about concerns and risky behaviours to help them stay safe. They also make referrals to relevant agencies to support children's health and well-being.

Missing-from-home protocols are in place and followed by staff. Clear records are maintained for missing incidents. However, some return home interviews are delayed due to poor local authority response times. The manager challenges these delays.

Positive behaviour support plans are regularly reviewed and tailored to each child's needs. Staff use de-escalation strategies effectively, and only use physical intervention when it is necessary and proportionate. Staff remain calm and professional even when faced with verbal abuse or threats.

Staff consistently challenge children smoking and vaping. However, one child continues to vape openly in their bedroom. Despite repeated staff intervention, this remains an ongoing concern and poses a direct risk to children's health.

Incidents are managed promptly, with appropriate multi-agency involvement, and notifications are made to Ofsted in line with regulations. Complaints and allegations against staff are investigated thoroughly, with proportionate outcomes. Children are informed of the outcomes, where appropriate, to ensure transparency and understanding.

Children are safe within the home and staff demonstrate resilience and commitment under challenging circumstances. Specialist support is sought where needed, and staff training is appropriate to meet the needs of children. The home continues to prioritise the safety and well-being of children.

There is strong managerial oversight, with reflective evaluation and appropriate challenge to external agencies. Staff receive regular support through supervision and therapeutic input. Training is relevant and safeguarding protocols are consistently applied across practice.

Leaders and managers use findings from internal and external monitoring to drive continuous improvement in practice. Notifications to Ofsted are proportionate and demonstrate appropriate responses to incidents, with actions and outcomes clearly documented.

The manager responds proactively following incidents, ensuring that investigations are completed and staff practice is challenged where necessary. Supervision sessions include clear accountability and performance planning to maintain high standards of care for children.

The registered manager provides effective oversight and leadership, supported by the operations manager in response to recent challenging behaviours. This joint approach prevents staff complacency during settled periods and strengthens leadership assurance.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/05/2025	Full	Good
04/06/2024	Full	Good
27/06/2023	Full	Good
06/12/2022	Full	Requires improvement to be good

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. (Regulation 6 (1)(a)(b)) In particular, the registered person must ensure that staff apply boundaries and routines for children to enable them to reach their full potential. This applies to the importance of sleep and the use of electronic devices.	28 February 2026
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that— For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. (Regulation 32 (1) (2)(a)(b) (3)(b) (4)(a)(b) (5)(a)(b)) In particular, the registered person must ensure that all staff who work in the home in a care role have obtained their relevant qualification by the relevant date.	28 February 2026
The health and well-being standard is that—	10 January 2026

the health and well-being needs of children are met.

In particular, the standard in paragraph (1) requires the registered person to ensure—

that each child has access to such medical advice, treatment and other services as the child may require.

(Regulation 10 (1)(a)(b))

In particular, the registered person must ensure that advice and guidance are provided to children about the health risks related to vaping.

Recommendations

- In particular, the registered person should ensure that staff carry out regular, planned direct work with children that is relevant and meaningful to their presenting individual needs. ('Guide to the Children's Homes Regulations, including the quality standards', page 17, paragraph 3.21)
- The registered person should ensure that all staff are up to date with their training, specifically in relation to 'Prevent' strategies and substance misuse. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

Children's home details

Unique reference number: SC464809

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: Jayne Lennon

Inspector

Paul McKay-Smith, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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