

SC483692

Registered provider: ROC Northwest Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. It is registered to care for up to 4 children who may have social, emotional or learning difficulties.

At the time of this inspection, 4 children were living at the home. All 4 children were seen but only 3 spoke directly with the inspector.

The manager is suitably experienced and has been registered with Ofsted since October 2023.

Inspection dates: 24 and 25 February 2026

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: 25 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/02/2025	Full	Good
17/10/2023	Full	Good
29/11/2022	Full	Good
12/01/2022	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

The home is well maintained and reflects the caring ethos outlined in the home's statement of purpose. Children's bedrooms are personalised, communal spaces feel warm and homely and maintenance issues are addressed promptly.

Children experience warm, trusting relationships with staff, which helps them feel safe, valued and confident in seeking help from them. The inspector observed children enjoying humour and speaking openly with staff. Children describe the home as somewhere they feel listened to and cared for. This steady and predictable approach helps children settle and feel emotionally secure, including those who have experienced earlier instability in their care.

Children's views are central to daily life at the home. They share their wishes, feelings and ideas and these influence routines, time with their families and wider plans. Staff understand each child's individual communication style and adapt their interactions so that children feel heard. When children's wishes cannot be met, staff explain this clearly and sensitively, helping children feel respected and involved in decision-making.

Children make good progress in their education. Most children attend school regularly and make improvement from challenging starting points. When education becomes unsettled, as was the case for one child, staff work closely with other professionals and maintain consistent learning routines. This includes supporting the child to visit the local library during school hours to complete education workbooks for set periods of time. This helps children stay motivated, maintain structure and continue to believe in their future.

Children enjoy a wide range of activities that develop their confidence, friendships and emotional growth. They take part in climbing, themed evenings, gymnastics, gaming, gardening and meeting musicians. Children explore their identity, culture and beliefs naturally and safely. Daily routines include opportunities to develop independence skills, such as cooking, joining clubs and practising practical life skills.

Children's health needs are well understood and planned for. They attend local health services, specialist assessments and therapeutic support sessions that meet their individual needs. Staff respond sensitively to any worries about children's emotional or mental health and work closely with specialist consultants to ensure that the right support is in place. Medication is managed safely and children are helped to develop healthy routines. Over time, children become more confident, settled and resilient.

Children's relationships with family and friends are valued and actively supported. Visits are well organised and reflect children's wishes, identity and safety needs. Parents speak positively about the communication they receive and the care provided to their children. Leaders challenge other agencies when plans need adjusting to better support children. Children who move on from the home often stay in touch. During the inspection, one

child who used to live in the home returned for dinner, demonstrating the strong sense of belonging created at the home.

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

Children feel safe because staff know them well and respond quickly when they become distressed. Staff use calm voices, consistent routines and patient reassurance to help children settle. Children say that they can talk to trusted staff members whenever they need to and warm relationships they have with staff help them feel secure. Parents and professionals speak positively about the home's caring approach.

Staff understand each child's vulnerabilities, including risks linked to becoming upset, self-harm, online activity and earlier trauma. Risk assessments are detailed, reviewed regularly and provide clear guidance on how staff should respond. When concerns increase, staff act immediately by updating plans, speaking with children and working closely with social workers and health professionals. As a result, incidents have reduced over time.

When children go missing from home, staff follow procedures and work closely with other agencies to support the child's safe and timely return. Children are then helped to understand the risks they may face in the community and how to keep themselves safe.

Children's behaviour is managed safely and consistently. Staff use de-escalation approaches before considering physical intervention. Physical intervention is used only when necessary to keep children safe and is proportionate to the situation. Leaders review incidents promptly, ensure that debriefs take place and use learning to strengthen practice, including through the Safe Steps framework.

Staff challenge harmful language and unwanted behaviours from children, helping them understand and respect differences, including religion, gender identity and culture. Work around identity and friendships supports children to build confidence and make positive choices. Staff also help children learn safe online habits as part of daily routines.

Safeguarding arrangements are effective. Staff know how to report concerns and act quickly when an allegation is made. These situations are managed in line with guidance, with clear communication between the home, social workers, police and health agencies. Children receive emotional support throughout. Appropriate consequences and regular rewards sit within a child-centred behaviour framework that promotes safety and positive choices.

The effectiveness of leaders and managers: good

Leadership is stable and effective. The registered manager is experienced and well qualified and provides confident, child-centred leadership. They maintain clear oversight of daily practice, know each child well and ensure that the home remains nurturing, safe

and predictable. The manager is visible and guides staff clearly, keeping decisions focused on children's welfare and progress.

The home is supported by a committed staff team whose members provide consistent care. Although fulfilling staff rotas has been difficult at times, staffing levels have remained safe and a core group of skilled and experienced staff provide children with continuity and stability.

Recruitment checks are thorough. Staff receive regular supervision, reflective debriefs and relevant training. They describe managers as approachable and supportive, which helps them feel confident in their roles. Team meetings and supervision sessions focus on children's needs, experiences and progress. Training is well planned and reflects children's needs, including therapeutic practice. Staff describe a supportive learning culture where reflection and development are encouraged, contributing to a calm and skilled team with shared values.

Monitoring and management oversight are effective. Leaders review incidents in a timely way. Behaviour plans and risk assessments are reviewed and updated regularly. External monitoring identifies areas for development and the manager responds by taking appropriate action. Learning from incidents, complaints and staff feedback strengthens practice.

Leaders maintain positive relationships with children, their families and external agencies. Parents describe high levels of trust in the manager and staff and value the good communication they receive. Social workers highlight the proactive and thorough approach taken by managers.

Records are detailed and show children's experiences, progress and plans. Effective leadership ensures that the home operates with clear expectations, secure safeguarding practice and a consistent focus on improving children's outcomes.

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 registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. (Regulation 45 (1) (2)(a)(b)(c)) The registered person must ensure that quality of care review reports are submitted to Ofsted at least every 6 months.	30 April 2026

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: SC483692

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: Michelle McMurray

Inspector

Paul McKay-Smith, Social Care Inspector

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