

1256134

Registered provider: Roc Northwest Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private organisation. It is registered to provide care and accommodation for up to four children and young people.

The home's statement of purpose identifies that children and young people of 'either gender' and between 'eight to 18 years of age' live in the home.

The statement of purpose identifies that: '[The manager] will consider referrals for children and young people who: are victims of abuse, physical, sexual or emotional; are going through some form of crisis in their lives, have problems with their sexuality, have offending behaviour, have learning difficulties and display challenging behaviour and, unaccompanied asylum seekers.'

The current manager was registered with Ofsted on 24 April 2018.

Inspection dates: 19 to 20 June 2018

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected good

The effectiveness of leaders and managers requires improvement to be good

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 29 January 2018

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|------------------------|------------------------|---------------------------------|
| 29/01/2018 | Interim | Improved effectiveness |
| 31/10/2017 | 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, 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 |
|---|------------|
| <p>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;</p> <p>use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that the premises used for the purposes of the home are designed and furnished so as to meet the needs of each child.</p> <p>(Regulation 6(1)(a)(b)(2)(c)(i))</p> | 13/07/2018 |
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children’s home that—</p> <p>helps children aspire to fulfil their potential; and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home’s statement of purpose;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child.</p> <p>(Regulation 13(1)(a)(b)(2)(a)(c))</p> | 13/07/2018 |
| <p>The registered person must compile in relation to the children’s home a statement (“the statement of purpose”) which covers the matters listed in Schedule 1. The registered person must keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision.</p> | 13/07/2018 |

| | |
|--|------------|
| (Regulation 16(1)(3)(a)(b)) | |
| If the Regulatory Reform (Fire Safety) Order 2005(a) applies to the home, the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25(2)(b)) | 13/07/2018 |
| The registered person must supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. (Regulation 45(4)(a)) | 13/07/2018 |

Recommendations

- As set out in regulations 31–33, the registered person is responsible for maintaining good employment practice. They must ensure that recruitment of staff safeguards children and minimises potential risks to them. (‘Guide to the children’s homes regulations including the quality standards’, page 61, paragraph 13.1)

In particular, ensure that all new staff’s references are vigorously scrutinised and verified thoroughly.

Inspection judgements

Overall experiences and progress of children and young people: good

Children are positive about their experiences. They speak proudly of their achievements. Some children have made great steps forward with their education. This is because the manager is vigorous in her efforts to ensure that children attend a suitable education provision. For others who have found attendance more challenging, the manager and staff make sure that suitable interim arrangements are in place.

Staff ensure that they develop positive relationships with all the children. Staff take children’s views, wishes and feelings into account at all times. Children feel at ease and are confident about raising any issues or concerns with the staff.

Children keep in touch with their family members because the manager and staff support and advocate for this well. The rural location of the home can make it difficult for children to establish friendships in the local community. However, staff are proactive in seeking out clubs and activities. This helps children to develop positive peer relationships.

One child has moved on successfully from the home and children spoke positively about

their moves into the home. This is because the manager understands the importance of children living together harmoniously. Good assessments, planning and transition arrangements mean that children move into and out of the home in a positive way.

The home environment has improved. The communal areas and the children's bedrooms have all recently benefited from new fitted carpets. However, children's bedrooms and bathrooms need to be maintained. For example, one child's shower did not work, and another child's bedroom furniture was broken and damaged.

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

Detailed risk-management planning and a high level of staff supervision and support help to keep children safe.

The manager and staff take children's safety seriously. They listen to children and respond to their comments and concerns promptly. Improved recording systems and strengthened partnership working ensure that all agencies are informed of any significant events quickly. This means that any investigations that may be required are undertaken quickly. This promotes the safety and well-being of children.

Incidents of missing from the home are extremely rare. When they do occur, the staff manage these incidents sufficiently. The staff systematically undertake return home interviews with children. This allows staff to gain a good understanding of why children left the home so they can adapt their care practice. This approach has been effective in keeping children safe as there has only been one incident, involving two children, since the last inspection.

Children feel safe in their home. Staff understand the challenges that children face when they live with other children. Staff are quick to respond to any difficulties that children may face with their peers, which ensures that everyone is kept safe. When children do fall out, staff work with children directly so that they can understand how their behaviour may affect others. Staff support the children to repair and rebuild more positive and friendly relationships.

Staff support children to modify and improve their unacceptable behaviour. Good behaviour is promoted through positive role modelling, support and financial incentives. Staff celebrate and reward children's achievements, and praise positive behaviour.

The effectiveness of leaders and managers: requires improvement to be good

The manager accepts that while the majority of the staff have the experience to undertake their roles well, a high proportion do not have the required childcare qualification. Although the management team members have suitable plans in place to address this, they have missed an opportunity to develop their staff team. This is because they have not yet provided all staff with additional training opportunities to

enable them meet the individual needs of the children in their care. For example, not all staff have received training in managing bullying behaviour and drug and alcohol misuse, and in supervising contact.

The home is not complying with the requirements of 'the Regulatory Reform (Fire Safety) Order'. The management team has failed to take appropriate action to address the requirement made to ensure that children are protected from the risk of fire. Furthermore, according to records viewed, only one member of staff has completed fire safety training. The manager accepted this shortfall and made suitable efforts to rectify this during the inspection.

The manager and staff ensure that children receive the care, support and services that are identified in the home's statement of purpose. The statement of purpose gives a clear description of what children, young people and their families can expect from this service. However, this document does not provide the required details about the staff, their experience and their qualifications. This is because the manager does not routinely update this document, and provide Ofsted with a copy, when there are any changes to the staff team.

The new management team demonstrates a good understanding of the strengths and areas for development in the home. The management team members acknowledge that there is still work to be done, but they are confident that, because of their internal and external monitoring processes, the good progress they are making will continue. Although the manager undertakes regular management monitoring of the home, she has failed to ensure that Ofsted receives a copy of the quality of care review, as required by the regulations.

The manager and staff work with social workers, education colleagues and health professionals to ensure that children continue to make good progress and experience positive opportunities in this home. The manager and staff understand children's needs. They are intuitive to any changes in children's behaviour and respond quickly to these. The manager and staff advocate well for children to ensure that they receive the services they require.

Staff are supported sufficiently by the management team to undertake their roles. Staff receive regular supervision and have their ability to perform their roles appraised regularly.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home

knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: 1256134

Provision sub-type: Children's home

Registered provider: Roc Northwest Ltd

Registered provider address: Roc Northwest Ltd, Ward Green Lane, Ribchester, Preston, Lancashire PR3 3YB

Responsible individual: Katie Stephens

Registered manager: Victoria Gregory

Inspector

Janine Shortman-Thomas: social care inspector

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