

SC464809

Registered provider: Roc Northwest Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is one of a number of homes operated by a private organisation. It is registered to provide care and accommodation for five children who may have emotional and/or behavioural difficulties and/or learning disabilities.

Inspection date: 7 February 2018

Judgement at last inspection: Good

Date of last inspection: 29 June 2017

Enforcement action since last inspection: None

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

Three young people have been admitted to the home since the last inspection. The registered manager is able to demonstrate that careful consideration has been given to young people's needs prior to agreeing to admit them. In addition, the registered manager has considered whether the new young people would match well with those already living at the home. These careful admission processes have helped to create a well-settled group of young people, who are making good progress.

Two young people have left the home in planned discharges following long-term stays. In both cases, these were positive moves, and the young people were provided with a good level of support to prepare for their next steps. A third young person's departure from the home was not planned. However, records demonstrate that the registered manager worked hard to promote the young person's best interests and ensure that he

received the necessary level of support going forward.

Young people spoke highly of staff and reported good relationships with staff and each other. One young person said, 'There isn't a member of staff here that I don't like. They are all really sound.' And a relative commented, '[Name of young person] really gets on with the staff. He seems to have real confidence in them and he feels like they listen to him.'

Staff have a good understanding of young people's day-to-day needs. Staff are vigilant and able to quickly identify whether a young person's needs are changing. For example, one young person recently began to present anxieties in relation to mealtimes. Staff quickly identified this and sought immediate advice. This has resulted in a support plan being implemented for the young person, in partnership with external professionals.

Young people are encouraged to maintain relationships that are important to them. Staff work hard to develop positive relationships with young people's family members where appropriate, and closely support and facilitate contact. A social worker commented, 'They really go above and beyond to facilitate contact. This means a lot to young people and their families.'

Safeguarding practice is strong in this home. The registered manager and staff have a good understanding of the risks to young people's safety and well-being, and they have clear plans in place to promote their safety. Staff have the skills to identify safeguarding concerns and ensure that appropriate action is taken when they do so. Concerns are promptly reported to the relevant agencies, and staff work positively alongside these agencies, to protect young people from harm.

Staff provide effective support and assist young people in developing safe and appropriate behaviours. Staff are skilled in understanding young people's emotional responses and, through the use of highly individualised behaviour support plans, are able to de-escalate most situations before they reach crisis point. This is demonstrated in the reduction of incidents, which is evident for all young people following their admission to the home. One young person has been assisted to develop safer behaviours to such an extent that he has been able to return home to his family. This was a highly positive outcome for him. A relative of another young person commented, 'I cannot believe the change in him. His behaviour is so much better. He is learning to count to ten and keep calmer.'

Some young people have made excellent progress in their education. One young person who was recently discharged achieved 100% attendance from a starting point of not engaging in education. Another young person has exceeded his targets and is set to take a number of GCSEs in the summer. Other young people, more recently admitted to the home, are facing barriers to education but making some progress from their starting points. The registered manager keeps clear records, which demonstrate a highly proactive approach to ensuring that these young people receive the support they need to achieve in education.

The young people continue to benefit from regular opportunities to take part in fun and fulfilling activities. Valued hobbies are supported, and young people are encouraged to try new activities to enhance their day-to-day experiences. Young people describe a range of activities they enjoy, which include football, gymnastics, climbing and trampolining. Young people are encouraged to develop positive friendships, and staff support them to do so. Recently, the home held a Halloween party and young people invited their school friends. The registered manager promotes positive community participation. For example, the home recently held a car wash day for neighbours.

The manager of the home was registered in November 2017. She has made a number of improvements with the support of senior managers from the organisation. The registered manager provides effective leadership and advocates strongly for young people, for example when liaising with external agencies.

The registered manager responds effectively to any concerns raised and ensures that any issues are fully investigated and addressed. For example, a young person recently raised a concern, which was responded to thoroughly. The registered manager ensured that lessons learned from the matter were shared with the staff team.

One recommendation was made following the last inspection. This was in relation to risk assessment and risk management. The registered manager was able to demonstrate that this recommendation has been suitably addressed. The registered manager uses internal monitoring effectively, to ensure that the ongoing improvement of the service is supported.

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|------------------------|
| 29/06/2017 | Full | Good |
| 08/02/2017 | Full | Requires improvement |
| 27/10/2016 | Interim | Improved effectiveness |
| 01/03/2016 | Full | Outstanding |

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.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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: SC464809

Provision sub-type: Children's home

Registered provider: Roc Northwest Ltd

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

Responsible individual: Katie Stephens

Registered manager: Michelle Donaghey

Inspector

Marie Cordingley, social care inspector

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