

# SC464809

Registered provider: Roc Northwest Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is registered to accommodate five young people who may have social, emotional, learning or behavioural needs.

**Inspection dates:** 11 to 12 December 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 **good**

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

**Date of last inspection:** 7 February 2018

**Overall judgement at last inspection:** sustained effectiveness

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/02/2018	Interim	Sustained effectiveness
29/06/2017	Full	Good
08/02/2017	Full	Requires improvement
27/10/2016	Interim	Improved effectiveness

## 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>Medicines</p> <p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children’s home. In particular the registered person must ensure that— a record is kept of the administration of medicine to each child. (Regulation 23(1)(2)(c))</p>	<p>18/01/2019</p>

### Recommendations

- Children must be consulted regularly on their views about the home’s care, to inform and support continued improvement in the quality of care provided. Due consideration should be given to the child’s cognitive ability in the development and implementation of any consultation processes. (‘Guide to the children’s homes regulations including the quality standards’, page 22, paragraph 4.11)
- Specifically relating to the recording of incidents involving young people: Staff should be familiar with the home’s policies on record keeping and understand the importance of careful, objective, and clear recording. (‘Guide to the children’s homes regulations including the quality standards’, page 62, paragraph 14.4)
- Where the placing authority or another relevant person does not provide the input and services needed to meet a child’s needs during their time in the home or in preparation for leaving the home, the home must challenge them to meet the child’s needs (see regulations 5(c)). (‘Guide to the children’s homes regulations including the quality standards’, page 12, paragraph 2.8)

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Young people receive effective and responsive care from a consistent team of staff whom they know well. Staff take time to understand young people's needs and develop individualised care plans. This supports young people's good progress and general well-being.

Most young people are progressing well in education. One young person is now attending school daily and achieving his targets, from a starting point of not engaging in education when admitted to the home. The registered manager works positively with external agencies to ensure that young people who face barriers to education have appropriate provision in place.

There is good evidence that young people are encouraged to share their thoughts, wishes and feelings. The registered manager has made arrangements for several young people to access external advocates. This helps to ensure that young people are supported to express their views about the things that are important to them. The registered manager should ensure that direct working tools, which are more meaningful for young people who have complex needs or a learning disability, are in place.

Staff support young people to maintain good health. There are good examples of effective joint working with community healthcare professionals to support young people's health and well-being. During the inspection, some shortfalls were identified in relation to the management of young people's medication. It was established that the shortfalls had not led to any young person receiving an incorrect dose. However, improvements must be made to reduce the chance of mistakes occurring in the future.

Young people have the opportunity to engage in fun and fulfilling activities. Their talents and hobbies are supported. For example, one young person, a keen artist, confirmed that staff always ensure that he has plenty of good-quality art supplies. Young people also engage in community and charity work. They spoke proudly of their recent achievement of raising over £1,000 for a children's hospital. A young person said, 'The poorly children are going to get nice treats and that is all because of us.'

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

Safeguarding practice is sound. Staff are fully aware of their responsibilities to protect young people from harm. Concerns are promptly identified and referred to the relevant agencies.

Staff have a good understanding of risks to young people's safety and well-being. Risk assessments are regularly updated to ensure that any new information is considered. Individualised risk management plans ensure that staff have clear guidance about how to maintain young people's safety.

Effective partnership working with external agencies promotes young people's safety and well-being. The registered manager ensures that young people have access to specialist services to help ensure that their individual needs are met. For example, the registered manager identified that a young person may be vulnerable to radicalisation and promptly involved the relevant services to support him.

Staff have a good understanding of young people's behaviours and emotional responses. Staff are able to de-escalate most challenging situations and, as a result, numbers of incidents of physical intervention are low. Any incidents that do occur are carefully recorded and monitored. More in-depth recording of situations that have not reached crisis point because they have been successfully de-escalated would be useful in helping to identify and develop successful strategies.

### **The effectiveness of leaders and managers: good**

The home is led by a suitably qualified and experienced registered manager who has been registered since September 2017. The manager demonstrates a strong commitment to ensuring that young people in her care experience good outcomes.

External professionals and parents speak highly of the home and express satisfaction in the care and support provided. A parent said, '[X] has made excellent progress and the staff at the home have been fundamental in that.' A social worker commented, 'I have a very positive view of the home and its culture of nurture, praise, and understanding of children's needs.'

Care planning within the home is effective. The registered manager and staff take time to understand young people's needs and develop their support accordingly. However, in the case of one young person, there are significant shortfalls in terms of the care planning input from the relevant placing authority. It is evident that the registered manager has attempted to address this but has been unable to achieve a satisfactory outcome. Clear procedures, including the action to escalate such matters within a local authority, would minimise the risk of this situation occurring again.

Staff demonstrate a good understanding of their role. They are well motivated and report good levels of training and support. The registered manager constantly reviews the home's training programme, ensuring that it is in line with young people's needs. This helps to ensure that staff have the skills and knowledge to carry out their roles effectively.

The registered manager uses quality assurance systems effectively to ensure that young people's progress and care standards are consistently monitored. Young people take part in a participation group with senior managers from the organisation, which helps to ensure that their views are considered at a management level. The registered manager is aware of the home's strengths and demonstrates commitment to constant development. This means that young people benefit from a constantly improving service.

## **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:** SC464809

**Provision sub-type:** Children's home

**Registered provider:** Roc Northwest Ltd

**Registered provider address:** Caretech Community Service Ltd, Metropolitan House, 3 Darkes Lane, Potters Bar, Hertfordshire EN6 1AG

**Responsible individual:** Katie Stephens

**Registered manager:** Michelle Donaghey

## Inspector

Marie Cordingley, social care inspector

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