

# 1256134

Registered provider: Roc Northwest Limited

Interim inspection

Inspected under the social care common inspection framework

## **Information about this children's home**

The home is privately owned. It is registered to provide care and accommodation for up to four children who are unable to live with their families.

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

**Inspection date:** 12 February 2019

**Judgement at last inspection:** good

**Date of last inspection:** 19 June 2018

**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.

Young people are making good progress in all aspects of their development due to the help and care that they receive from the staff. A young person said, 'I like living here. I like all the staff and my bedroom. I feel safe here.'

The manager has addressed the requirements made at the last inspection. Broken furniture has been replaced in young people's bathrooms and bedrooms. Young people have chosen the themes and colours for their newly decorated bedrooms. This increases their sense of belonging and has contributed to the significant decrease in young people going missing from home.

The manager has ensured that staff are enrolled on the required qualifications. Staff have completed outstanding training, and some are booked on future training sessions.

The manager makes good use of the independent visits and monitors and reviews the quality of care. The report lacks her evaluation of the feedback from young people, staff, parents and other professionals. A requirement has been made to reflect this shortfall.

All young people in the home attend school. The manager communicates with the virtual head to ensure that young people get the right education for their individual needs.

Staff support young people to take part in a wide range of activities. A young person was eager to show the inspector her gymnastic skills. She enjoyed the praise and recognition that she got for her talent. Young people are provided with opportunities to develop new skills and to increase their confidence and self-esteem.

Since the last inspection, there have been a few occasions when physical intervention has been used. Low level intervention was necessary to keep young people and staff safe. The manager has designed a behaviour pattern analysis tool to help her to identify the likely cause of the incident.

Staff use an online monitoring tool to ensure that young people are safe using social media and games consoles. Staff teach young people how to keep safe and monitor young people's internet activity to ensure their safety.

Managers and staff support young people to explore their identity. They search for activities and resources that provide opportunities for young people to learn more about themselves. Staff talk to the young people and help them to understand and accept other people's preferences.

Young people are learning skills to assist them in their adult lives. The use of workbooks helps staff to identify what young people can do and what skills they need to learn and practice.

Staff promote young people's health and well-being. They support young people to attend medical appointments. Staff work with other agencies such as the child and adolescent mental health services (CAMHS) to ensure that young people access support for their emotional well-being.

Staff ensure that young people have contact with their families in line with young people's care plans. This means that young people maintain relationships in a safe way with those who are important to them.

The manager is child-focused and has a good understanding of young people's individual needs. She has devised creative strategies that help young people to give their views on their care. The manager is a strong advocate for young people and is quick to escalate with other agencies any shortfalls in young people's care.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/06/2018	Full	Good
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 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.</p> <p>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.</p> <p>The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.</p> <p>(Regulation 45 (1)(2)(a)(5))</p>	31/05/2019

### Recommendation

- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs. In particular, this refers to self-harm training. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.11)

## 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:** 1256134

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

**Registered provider:** Roc Northwest Limited

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

**Responsible individual:** Katie Stephens

**Registered manager:** Victoria Gregory

## Inspector

Jo Hornby, social care inspector

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