

1264537

Registered provider: Roc Northwest Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to accommodate five children between the ages of 10 and 18 who require short-/medium- or long-term care away from their family environment and may have a range of learning, emotional, behavioural and social needs.

Inspection date: 27 February 2019

Judgement at last inspection: good

Date of last inspection: 12 July 2018

Enforcement action since last inspection: not applicable

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 improved effectiveness.

The two requirements from the last inspection have been met. In addition, managers have considered the recommendation and have adjusted practice accordingly. This has improved practice and subsequently the outcomes for children.

Children are at the heart of this home. Managers have high expectations of staff and the care and support that they provide to children. They ensure that staff are aware of these expectations and empower them to continuously improve practice. Furthermore, they lead by example and have excellent relationships with the children and the staff.

Staff provide a nurturing and calm atmosphere in the home. Children are happy and content living here, and they have lots of fun. They make great progress and they grow in confidence.

The home is generally well maintained. However, there is a considerable amount of mould on the window casing in the children’s bedrooms. This could pose a health risk to children, particularly as one child has allergies. Furthermore, children’s bedrooms need more care and attention in relation to keeping them clean and tidy.

Placement matching is good. Children get on well with each other and develop good relationships. When children do not get along, they are supported to express their thoughts, wishes and feelings and the issues are resolved promptly. Children receive the help and support that they need to move on from any issues that arise.

Staff know the children well and they are consistent in their approach. Clear assessments and plans inform good behaviour management strategies. Children develop ways to self-regulate their emotions and this has a positive impact on their outcomes. When incidents do occur, managers review and analyse them. After which, they make the necessary changes to assessments and plans.

Children attend school and are making good progress with their education. Staff work in partnership with the schools to ensure that children are happy and thriving there. Should any issues arise at school, staff intervene in a timely way to resolve the concerns.

Safeguarding practices relating to the access of age-appropriate films and computer games are not robust enough. This is an area of practice that needs exploring, with a clear understanding of what impact this may have on the child. Furthermore, clear records of decision making, risk assessments, plans and monitoring need to be in place.

Staff work in partnership with family members and professionals to ensure that they holistically meet children’s needs. Furthermore, they are strong advocates for the children. Staff ensure that children receive services that will help and support them, both now and in the future.

Staff receive effective training and in-house workshops that enhance their practice. This helps staff to have a good insight into how to help children achieve good outcomes. However, not all presenting behaviours are clearly understood. Staff would benefit from further training in specific areas of practice. This is particularly relating to sexually harmful behaviour. Managers identify with this and highlight that this as an area for development.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/07/2018	Full	Good
27/02/2018	Full	Requires improvement to be good

What does the children's home need to do to improve?

Recommendations

- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will in most cases, be homely, domestic environments. Children's homes must comply with relevant health and safety legislations. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)
- Children's home staff should take reasonable precautions and make informed professional judgements based on the individual child's needs and developmental-stage about when to allow a child to take a particular risk or follow a particular course of action. Staff should discuss the decision with the child's placing authority where appropriate. If a child makes a choice that would place them or another person at significant risk of harm, staff should assist them to understand the risks and manage their risk-taking behaviour to keep themselves and others safe. ('Guide to the children's homes regulations including the quality standards', page 42, paragraph 9.7)

In particular, that any decisions for children to have items that are not age appropriate are recorded. Furthermore, that a clear plan is in place and that this plan is regularly monitored and reviewed.

- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs, and that the training available meets the needs of the children in their care. ('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: 1264537

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: Nicola Seasman
Claire Denby

Inspector

Lisa Gregoire-Parker, social care inspector

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