

SC442402

Registered provider: Roc Northwest Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is one of a number of children's homes owned by a private provider. The home provides care and accommodation for two children or young people who may have emotional and/or behavioural difficulties, learning disabilities, and physical disabilities.

Inspection dates: 7 to 8 November 2018

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

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

The effectiveness of leaders and managers **good**

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 6 December 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/03/2017	Interim	Improved effectiveness
10/05/2016	Full	Good
16/02/2016	Interim	Sustained effectiveness
14/07/2015	Full	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 protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff—</p> <p>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child.</p> <p>(Regulation 12 (1)(2)(a)(i))</p> <p>In particular, ensure that assessments and plans are up to date with the most current information and strategies.</p>	04/01/2019
<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 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>use monitoring and review systems to make continuous improvements in the quality of care provided in the home.</p> <p>(Regulation 13 (1)(a)(b)(2)(h))</p>	04/01/2019

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Progress for children living in this children's home is outstanding. Stability for both children has been achieved as a result of them living at this home for several years. One child who has had numerous placement moves in the past told the inspector that this was 'the best' placement he had lived in and that he thought it was 'outstanding'. An

independent reviewing officer told the inspector that 'he is much more settled in this placement than he has ever been previously'.

The manager and staff have high aspirations for the children. Attendance at school is excellent. Communication between school and staff is reported to be very positive, and one professional said that this is 'one of the reasons [child's name] has made such good progress at high school'. Staff use creative individualised plans to encourage and develop independence skills for children. This has meant that one child with complex needs is now enjoying new experiences and learning skills such as getting on a bus, shopping and self-care skills.

Children have developed excellent relationships with the staff and manager, and recent changes to the staff team have been managed sensitively. Children, their families and professionals involved in their care speak positively about staff members and the care they show to children. Children enjoy a range of activities and enjoyed holidays with the staff. One child had their first holiday abroad.

The manager and staff at the home promote positive contact between children and their families. The family of one child regularly visit them at the home for contact, read them a bedtime story and are part of their bedtime routine. Another child has been supported to have overnight contact with their mother, who told the inspector, 'If it wasn't for them, [staff] it wouldn't be happening.'

Children are supported to participate in wider consultation about residential care and how this should be delivered through a group organised by the provider. The manager regularly invites the children's advocate to the home to engage with children and provide opportunities to discuss their care.

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

Staff provide children with a safe place to live. Incidents are decreasing, and for one child incidents of restraint have significantly decreased. There have been no incidents of children going missing from home. Staff understand the need for children to become independent, and help children take appropriate risks and manage their behaviour. One professional told the inspector that one child 'has learnt strategies for dealing with his emotions and worries'.

Staff use incentive charts to encourage and promote positive behaviour; consequences are rarely used. Key-work sessions address key issues for children and help them understand how to keep themselves safe. One child who smoked tobacco has been supported in understanding the effects this has on their health, and staff have enabled them to engage with a specialist service. As a result of this intervention, this behaviour has now stopped.

Staff have a good understanding of the risks and behaviour of children. However, risk assessments and individual behaviour management plans do not clearly identify the most up-to-date information for children. While this is not having an impact on the care or

safety for children, new staff coming to work in the home may not be able to identify risks for children and understand what strategies are needed to manage behaviour.

The effectiveness of leaders and managers: good

The registered manager is a passionate and enthusiastic manager who has a strong commitment to improving the outcomes for children. The registered manager has a background in working with care-leavers, and as a result of this experience is keen to ensure that children leaving care are equipped and prepared for adult life.

The manager leads a team of staff who are keen to ensure that children live in a homely and caring environment. Relationships between the children and staff are sincere and positive.

Communication is a key strength of this home. Professionals and family members spoke of excellent communication, and the availability of staff and the manager. A professional from a child's school told the inspector that staff produce 'excellent reports' for review meetings.

The manager has a clear view of the strengths and weaknesses of the home; however, he is not yet making best use of systems to review and analyse incidents and learn from internal and external review to improve the quality of care for children.

Training is good. Staff speak positively of the training and induction they receive. Not all staff are yet qualified in line with regulation, but they are working towards this.

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: SC442402

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: Domenico Duroe

Inspector

Jessica Forshaw, social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence>, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: <http://www.gov.uk/ofsted>

© Crown copyright 2018