

# SC442401

Registered provider: ROC Northwest Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is privately owned. It is registered to provide care and accommodation for up to five children who may have emotional and/or behavioural needs.

There is a suitably qualified and experienced manager in post who has been registered since September 2016.

**Inspection dates:** 3 to 4 February 2020

**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:** 6 February 2019

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
06/02/2019	Full	Good
19/01/2018	Full	Outstanding
18/01/2017	Interim	Improved effectiveness
26/04/2016	Full	Good

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

### Recommendations

- When a child needs additional health or well-being support, staff should work with the child's placing authority to enable proper and immediate access to any specialist medical, psychological or psychiatric support required, and challenge them through regulation 5 – engaging with the wider system to ensure children's needs are met, if this doesn't happen. ('Guide to the children's home regulations including the quality standards', page 34, paragraph 7.10)
- Registered persons must ensure that procedures for recording, dealing with and monitoring incidents or allegations of bullying are in place. (See regulation 34(3) on the policy for the prevention of bullying.) ('Guide to the children's home regulations including the quality standards', page 39, paragraph 8.16)

## Inspection judgements

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

Young people live in a supportive and nurturing home and are cared for by a committed team of staff who know them well and understand their needs. This supports their overall well-being and helps them to make positive progress.

Young people speak very highly of staff and recognise, themselves, the progress that they have made. One young person said: 'They [the staff] could not do any more for me. They are like a real family to me.'

Staff have high aspirations for young people and strongly encourage participation in education and training. As a result, most young people achieve good attendance and are making good progress. One young person has recently started a full-time college course and another is engaging in education, despite having struggled to do so when she lived in previous homes.

Young people enjoy very positive experiences. Their talents are recognised and nurtured, and they are encouraged to pursue their hobbies and try new experiences. Staff and young people frequently take part in community activities and charity events together. One young person spoke enthusiastically about her recent educational trip to Africa, which she described as 'an amazing experience'.

Young people moving into the home and those moving on are provided with sensitive and well-planned support. This helps to ensure that their transitions are successful.

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

Young people are demonstrably safer due to the care and support that they receive. Young people's assessments demonstrate, from the point of their admission, significantly decreasing risks in areas such as going missing from home and sexual exploitation.

Staff have a good understanding of the risks to each young person's safety and well-being. Clear risk-management guidance helps to ensure that staff work in a safe and consistent manner.

Staff carry out regular work with young people on both an individual and a group basis to educate them about personal safety. Young people are helped to learn about making safe choices and are given appropriate opportunities to do so.

There is an individualised 'missing from home' protocol in place for each young person. This ensures that staff are clear about the action that they must take to safeguard any young person who goes missing. Overall, the incidents of young people going missing are low, despite some young people having a history of doing so in previous placements.

Staff communicate clear expectations to young people about their behaviour. There is a strong emphasis on rewarding positive behaviour, and the discussions held with young people confirm that they respond positively to this approach.

Relationships between young people have been an issue, at times. Staff are vigilant and monitor young people's interaction carefully. However, the shortfalls in the way that incidents between young people are recorded mean that managers, staff and external professionals do not have a clear overview of their frequency or severity. A recommendation is raised to support improvement in this area.

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

There is a suitably qualified and experienced manager in place who has been registered with Ofsted since September 2016. The manager demonstrates a strong commitment to improving outcomes for young people and leads a highly motivated team.

External professionals are highly complimentary about the care and support that young people receive. A social worker said: 'They have worked with [name] in a way that has made her feel safe, secure and listened to. This placement is the most stable she has been in since coming into care, and their support with her education has meant that she is now accessing all education available to her.'

The home benefits from a low staff turnover. This means that young people receive their care from a consistent team of staff who know them well. Staff express confidence in the manager and describe good levels of support.

A comprehensive training programme helps to ensure that staff have the skills and knowledge necessary to carry out their roles well. Managers have recently developed some positive group supervision sessions to assist the staff in reflecting on and developing their practice.

Processes for monitoring quality have recently been improved to provide greater insight into the outcomes and experiences of young people. This has enabled the management team to identify areas for development, such as positive behaviour support.

All significant incidents are reported to the appropriate authorities and managed effectively. In discussion, the manager is able to describe where learning from adverse incidents has been identified. However, the records are not always clear in terms of what actions have been taken to prevent any recurrence. Clear action plans which can be reviewed and measured would further help to ensure 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 difference 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:** SC442401

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

**Registered provider:** ROC Northwest Ltd

**Registered provider address:** 5th floor, Metropolitan House, 3 Darkes Lane, Potters Bar, Hertfordshire EN6 1AG

**Responsible individual:** Katie Stephens

**Registered manager:** Paula Normanton

## Inspector

Marie Cordingley, social care inspector

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