

1258769

Roc Northwest Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is one of several homes operated by a private provider. The home provides care and accommodation for up to 10 children who have disabilities and/or behavioural needs. Accommodation is provided across nine individual units on the site.

There has been no manager registered for the service since 20 May 2019.

Inspection date: 24 September 2019

This monitoring visit

This home was judged as requires improvement to be good at the full inspection on 8 and 9 April 2019. Due to breaches in regulations, requirements were made regarding safeguarding, risk management and leadership and management.

Following the full inspection, Ofsted identified a worrying increase in the number of significant notifiable events, several of which had resulted in children being harmed. Due to these concerns, a monitoring inspection was carried out on 21 and 22 August 2019. During this visit, there was further evidence that the provider had breached a number of regulations in relation to safeguarding, risk management and leadership in the home. It was found that there had been a number of adverse incidents at the home, some of which had resulted in further incidents of physical and emotional harm to children. As a result of the significant concerns identified, three compliance notices were served, and a restriction notice limiting the number of children that can be accommodated at the home.

A further monitoring inspection was carried out on 24 September 2019. The purpose of this visit was to assess whether the provider had taken appropriate action to meet the steps outlined within the compliance notices issued under regulations 12, 13 and 35.

During this visit, the inspectors were satisfied that sufficient action had been taken

to meet the steps outlined within the compliance notice served under regulation 35.

Records demonstrate that the number of incidents including physical interventions has reduced. While this is in part due to the significant reduction of children living in the home, examples were available to demonstrate that some remaining children have had fewer incidents. This indicates some improvement in terms of how staff support children when they are in distress.

Inspectors did not identify concerns regarding the nature of any physical interventions undertaken since the last inspection. In some examples, records still required some improvement, but managers had identified the shortfalls and were taking steps to address them. Therefore, the compliance notice is met.

However, in relation to regulation 12 inspectors found that staff have been provided with additional training in a number of areas including safeguarding, recording and reporting. In addition, focused one-to-one meetings have taken place with staff to discuss their safeguarding responsibilities. While the provider has taken these steps, evidence was found that some staff and managers are still failing to work in a manner that promotes children's safety and well-being.

Inspectors were advised that all children's risk assessments had been reviewed and updated. However, factual inaccuracies were identified in some examples. In addition, some risk management plans lacked clear guidance for staff about how to support children safely. One staff member spoken with was unable to clearly describe risk management strategies for a child she had supported in recent days.

Inspectors identified significant concerns about the quality and safety of one child's living accommodation. Within the accommodation, evidence was found of unsafe food hygiene practices and an unsafe living environment. This did not promote the child's safety or well-being and did not protect him from potential harm.

While adverse incidents have reduced, there is evidence that some staff continue to make poor decisions that have a negative impact on children. For example, a manager made unnecessary, last-minute changes to the staffing arrangements in place for a child's family visit. The changes caused a significant escalation in the child's behaviour and as a result, the child's family visit was disrupted. This resulted in a formal complaint from the child's parent.

These findings demonstrate that the provider has failed to meet the compliance notice issued in relation to the protection of children, Regulation 12.

Daily manager logs have been implemented to evidence additional management oversight. However, it was evident during the visit that the monitoring of basic safety and quality continues to be ineffective. For example, the significant concerns identified by inspections in relation to one young person's living accommodation had not been identified or addressed prior to the inspection visit. These ongoing failings demonstrate that the compliance notice issued in relation to leadership and

management, Regulation 13, has not been met.

The findings from this monitoring visit added to the significant concerns identified at previous visits demonstrate that the provider has continued to fail to ensure that children are protected from harm and that risks to children's safety and well-being are not managed effectively. Furthermore, evidence was found to demonstrate that managers do not have the ability to monitor safety and quality across the homes sufficiently. In addition, the provider has consistently failed to operate the home in accordance with the regulations.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/04/2019	Full	Requires improvement to be good
16/01/2019	Interim	Sustained effectiveness
17/10/2018	Full	Requires improvement to be good
30/01/2018	Full	Outstanding

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. In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>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>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12(1)(2)(a)(i)(iii)(vii))</p>	20/09/2019
<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—</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p> <p>feedback on the experiences of children, including complaints received; and</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(b)(2)(c)(g)(ii)(h))</p>	20/09/2019

*These requirements are subject to a compliance notice.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1258769

Provision sub-type: Children's home

Registered provider: Roc Northwest Ltd

Registered provider address: 5th Floor, Metropolitan House, 3 Darkes Lane,
Hertfordshire EN6 1AG

Responsible individual: Katie Stephens

Registered manager: Post vacant

Inspectors

Marie Cordingley, social care inspector
Mrs Michelle Edge, regulatory inspection manager

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