

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 October 2019

This monitoring visit

This home was judged as requires improvement to be good at the full inspection on 8 and 9 April 2019. Requirements were set in relation to safeguarding, risk management and leadership.

Concerns were identified by Ofsted following an increasing number of notifications of significant incidents that have occurred at the home since the full inspection. As some of the incidents indicated shortfalls in safeguarding practice, a monitoring inspection was carried out on 21 and 22 August 2019. During this visit, evidence was found of ongoing breaches of regulations relating to safeguarding, risk management, leadership and behaviour management. Three compliance notices were issued, and the provider was restricted from admitting any additional young people.

A further inspection was carried out on 24 September 2019 to assess whether the provider had taken sufficient action to address the compliance notices issued in relation to the protection of children and young people, leadership and management and behaviour policies and records, following the monitoring inspection on 21 and 22 August 2019. At this inspection, it was found that the provider had taken sufficient action to address the compliance notice issued in relation to behaviour management policies and records. However, ongoing shortfalls were identified in safeguarding and leadership and management.

Ofsted is continuing to take action against the provider and is closely monitoring the service to ensure that the young people who are currently accommodated are receiving safe and effective care. Ofsted carried out a monitoring visit on 24 October 2019, following the receipt of whistleblowing concerns.

There have been improvements to the environment. Young people's accommodation is well maintained and clean. Repairs are being addressed in a prompt manner, and no health or safety concerns were identified during the visit.

Young people's risk assessments and care plans are being regularly updated and reflect their current circumstances. Where new concerns are identified, these are clearly assessed, and staff are provided with guidance on and strategies for how to maintain young people's safety. Where necessary, managers are ensuring that support is obtained from external professionals.

The quality of some internal investigations has improved, in that adverse incidents or concerns are carefully analysed and clear rationales for the outcomes of investigations are provided. However, in some cases employment practice has not supported young people's safety. For example, some staff have been enabled to resign from their posts without the correct disciplinary actions having been taken. This means that they may be able to seek further employment with children or young people without their new employer being alerted to concerns about their conduct.

In a further example, actions by the provider and the provider's failure to follow safeguarding procedures compromised evidence in a police case, which led to a potential prosecution for abuse of a young person being abandoned. The protection of children and young people must be the priority of all employment practice to help ensure that they are not exposed to adults of unsuitable character. Therefore, a requirement is raised.

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</p> <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</p> <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;</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
<p>Policies for the protection of children</p> <p>The registered person must prepare and implement a policy which—</p> <p>is intended to safeguard children accommodated in the children's home from abuse or neglect; and</p>	22/11/2019

sets out the procedure to be followed in the event of an allegation of abuse or neglect. (Regulation 34 (1)(a)(b))	
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*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: Residential special school

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: Post vacant

Inspectors

Marie Cordingley, social care inspector

Mrs Toller, social care regulatory inspection manager

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Piccadilly Gate
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M1 2WD

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