

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.

This home is currently operating with limited numbers following the imposition of an urgent condition.

Inspection date: 25 November 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 had 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. 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 regards to safeguarding, leadership and management, and the compliance notices issued in respect of these matters were deemed to be unmet.

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 further monitoring visit on 25 November 2019. At the time of the visit, seven young people were living in the home. Most young people are making good progress, and observations of their care and support were positive. There are concerns about the well-being of one young person. Managers are working closely with external partners to ensure that this young person receives appropriate care.

Improvements to the environment have been maintained. Young people's accommodation is of a good standard and efforts have been made to make the living areas homelier and more comfortable. Young people's bedrooms are nicely personalised and decorated, and are furnished to a good standard.

Incidents of physical intervention have remained low and, for two young people in particular, there has been a significant reduction in such incidents. Records of physical interventions were found to be in order and completed to a satisfactory standard. Managers are now monitoring these records closely and take appropriate action when issues are identified.

Every staff member has been provided with training in safeguarding and reminded of their duties to report any concerns about young people's safety. Staff spoken with demonstrated good awareness of safeguarding procedures and confirmed that they would feel comfortable in raising any concerns with managers. A dedicated phone line has been implemented for staff who may wish to raise any concerns externally. However, recently, a number of staff members failed to promptly raise concerns regarding the conduct of a colleague and did not therefore follow whistleblowing procedures, despite attending recent safeguarding training in September 2019. Therefore, safeguarding practice remains inconsistent and, in practice, some staff are still failing to report concerns in a prompt manner. Evidence was provided to demonstrate that managers had taken action to address this matter.

Staff described a good level of communication with managers and said that managers were 'more visible'. One staff member commented that managers were now more aware of events on a day-to-day basis. Staff also spoke positively about input from senior managers from the wider organisation.

Staff showed awareness of the risks associated with young people's care and risk management plans. In general, risk management plans were up to date and contained clear guidance. However, in one example, a young person's risk assessment had not been updated to include recent information.

Managers carry out daily monitoring, which includes a review of any incidents that have occurred. Weekly management meetings are held to discuss the home's

performance and any concerns identified. In addition, performance against the home's improvement plan is reviewed on a weekly basis.

Clear chronologies are in place to evidence all actions taken in relation to safeguarding concerns or adverse incidents. These demonstrate close liaison with appropriate agencies. Including all 'near miss' events in this process would help to support safer practice.

Measures have been taken in response to a requirement made at the last inspection in relation to employment practice and safeguarding. It was confirmed that a 'lessons learned' exercise and associated action plan had been completed. As a result, employment and disciplinary procedures have been reviewed to ensure that appropriate action is taken when staff members resign while being investigated. These improvements will help to safeguard children and young people who use the services.

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

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: Emmie Wearing

Registered manager: Post vacant

Inspectors

Marie Cordingley, social care inspector

Sophie Thomson, 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

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 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: www.gov.uk/ofsted

© Crown copyright 2019