

1244287

Roc Northwest Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is one of a number operated by a private organisation. It is registered to provide care and accommodation for up to five children or young people who may have social care needs.

Inspection date: 17 June 2020

This monitoring visit

This children's home was judged as good in all areas at the last inspection in February 2020.

Since the last inspection, Ofsted has received several notifications of significant events that have occurred in the home. In addition, information was received which indicated that the home may be in breach of regulations related to the protection of children.

A monitoring inspection was carried out. Due to COVID-19 (coronavirus) government restrictions, the inspection took place using remote inspection methodology.

Changes in management and staffing have resulted in some disruption in the home. Staff spoken with described a challenging period, due to a number of workers leaving the home with little or no notice. However, staff felt that the situation is settling down and that the impact on young people has been minimal. This was supported by comments received by young people who spoke favourably about the new staff who have recently joined the home.

Staff approaches to supporting and managing young people's behaviours have been inconsistent at times. This has led to relationships between young people and staff being of variable quality. Some staff spoke of unwillingness on the part of some of their colleagues to engage in meaningful reflection on their practice. As a result, the team does not benefit from a healthy culture of positive challenge.

At the home's last inspection, it was identified that there had been a failure to follow safeguarding procedures when a concern had been raised. A requirement was made in relation to this matter. It was confirmed during this inspection that appropriate action has not been taken to address this requirement. There was evidence that the previous manager and some staff members have failed to escalate safeguarding concerns in a timely manner on at least two occasions.

Detailed records of incidents in which staff have been required to physically intervene to safeguard a young person are maintained. These are reviewed by the manager but, on occasion, this review has failed to identify that further scrutiny is required. Ineffective monitoring does not safeguard young people from inappropriate or excessive restraint.

At the time of this inspection, a senior manager was in the process of conducting a number of internal investigations. She was able to demonstrate that she has identified a number of areas for improvement and has also completed an action plan to address them. Ofsted will continue to monitor the home's progress in relation to the action plan and requirements raised as a result of this inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/02/2020	Full	Good
21/11/2018	Full	Good
11/01/2018	Interim	Declined in effectiveness
09/05/2017	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 positive relationships standard</p> <p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <ul style="list-style-type: none"> mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <ul style="list-style-type: none"> that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; strive to gain each child's respect and trust; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same. (Regulation 11(1)(a)(b)(c)(2)(a)(i)(v)(viii)(ix)(x)) 	31/07/2020
<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> <ul style="list-style-type: none"> that staff— take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12(1)(2)(a)(vi)(vii)) 	31/07/2020

<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>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>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;</p> <p>ensure that staff work as a team where appropriate;</p> <p>ensure that the home's workforce provides continuity of care to each child;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</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)(a)(b)(e)(f)(h))</p>	<p>31/07/2020</p>
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Recommendations

- The registered person is responsible for ensuring that each child's day to day health and well-being needs are met ('Guide to the children's homes regulations including the quality standards', page 33, paragraph 7.3). In particular, the young people's healthcare plans should reflect all their needs.
- A record of supervision should be kept for all staff, including the manager. The record should provide evidence that supervision is being delivered in line with the regulation. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.3)
- Case records must be kept up-to-date and signed and dated by the author of each entry. Staff should be familiar with the home's policies on record keeping and understand the importance of careful, objective and clear recording. Information about the child must always be recorded in a way that is helpful to them. The home's records on each child represent a significant contribution to their life history. ('Guide to the children's homes regulations including the quality standards', page 62, paragraphs 14.3, 14.4, 14.5) Regulation 40(4) requires the registered person to notify Ofsted and other relevant persons if one of the situations specified in regulation 40(4)(a)–(d) occurs, or if there is an incident relating to the protection, safeguarding or welfare of a child living in the home which the registered person considers to be serious. ('Guide to

the children's homes regulations including the quality standards', page 63, paragraph 14.10)

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: 1244287

Provision sub-type: Children's home

Registered provider: Roc Northwest Ltd

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

Responsible individual: Katie Stephens

Registered manager: Yvette Leishman

Inspector

Marie Cordingley, social care inspector

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