

SC042446

The Rose Road Association

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The service is registered for eight children aged between four and 18 years old. The home provides care and accommodation for children who have severe learning difficulties which may include additional physical disabilities, autism spectrum disorders and/or complex health needs. The home is owned by a charitable organisation and provides overnight short breaks on a planned or occasional basis.

The manager registered with Ofsted in September 2016.

Inspection date: 17 February 2021

This monitoring visit

This home was last inspected on 8 August 2019 and was judged to be good. An assurance visit was carried out on 2 November 2020 and no requirements or recommendations were made at that time.

This monitoring visit was undertaken to assess how specific incidents have been managed by the home and to establish whether there has been any breaches in regulations.

In accordance with Ofsted guidance on COVID-19 (coronavirus) restrictions, this visit was undertaken remotely.

The inspector held telephone and video discussions with the responsible individual, registered manager and staff. Social workers, parents and external professionals provided their views via email and telephone calls. Relevant documents were emailed to the inspector for review.

Two specific incidents were assessed during this visit. Additionally, the impact of COVID-19 and the potential influence on the service provided was also reviewed.

One incident was in relation to a medication error which had been made in November 2020. This has been scrutinised by managers and a review of the medication administration system was undertaken by medical staff. No child was put at risk as a result of this error and staff diligently followed protocols to ensure children's safety and well-being when the error was identified. The medication system continues to be reviewed and assessed by managers, and staff receive training and refresher courses to ensure their competency is maintained. No breach in regulation was identified in relation to this matter.

On one occasion, a child climbed soft play equipment and managed to gain access to a low roof space by pushing through a roof tile. Although two staff were supervising the child, the risk was unforeseen. The child then fell through the roof space onto the soft play equipment. This incident was rigorously examined, and learning points were used to improve the safety of the environment, staff awareness of risk and support plans for the child.

Managers ensured that parents and social workers were promptly informed of the incident. Ofsted was not informed as the child was uninjured and managers have recorded the rationale behind this decision clearly and openly. Other significant events at this home have been reported to Ofsted promptly, in line with regulations. Feedback from parents and professionals about the overall level of communication maintained with them is very positive.

Managers scrutinise incidents thoroughly and conscientiously. Action plans are implemented to address and minimise risks. Learning and reflection are values embedded in the culture of this home.

Managers and staff have shown continued commitment to providing a service during the COVID-19 pandemic. Carefully thought-through measures have been implemented to ensure that children and adults are protected from the risk of infection.

The ambition, drive and determination to continue providing this service has had a significant impact. It has helped to support families who need the respite service, especially when considering the additional pressures the COVID-19 pandemic has placed on them. 'Their care is amazing' said a parent of a child. 'They go above and beyond to ensure professional and parental confidence is assured' reported a senior manager from a local authority. Consequently, families have received a highly valued service when other support networks in the community have closed. This is a credit to the organisation and the staff working in this home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/02/2020	Interim	Improved effectiveness
08/08/2019	Full	Good
21/03/2019	Interim	Improved effectiveness
20/08/2018	Full	Requires improvement to be good

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: SC042446

Provision sub-type: Children's home

Responsible individual: Juno Hollyhock

Registered manager: Tina Fullbrook

Inspector

Paul Taylor, Social Care Inspector

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