

# 1258769

**ROC Northwest Limited**

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

This home is one of a number of homes operated by a private organisation. The home provides care and accommodation for up to 10 children who may have a disability or behavioural needs. Accommodation is provided across five units. However, at the time of this inspection, only one unit was in operation.

The home has been without a registered manager since August 2020. Ofsted has not yet received a suitable manager's application.

We last visited this home on 18 March 2021, when we carried out a monitoring visit.

**Inspection date:** 26 April 2021

## **This monitoring visit**

This visit was carried out to assess action taken to meet the requirements of a compliance notice issued to the home on 25 March 2021, in relation to leadership and management.

Three children were living at the home at the time of the visit. They continue to make good progress in a number of areas. Children are growing in confidence, developing positive relationships with staff and attending education regularly.

There has been a reduction of significant incidents, although these do continue to occur. The recording of incidents, such as physical restraints, has improved. In addition, managers are monitoring incidents more effectively and carrying out meaningful reflection with both children and staff.

The provider has reviewed processes for assessing safety and quality, and arranged for additional monitoring to be carried out. This has included unannounced, out-of-hours visits and some detailed audits. This helps to ensure that areas requiring improvement are identified and can therefore be addressed. Additional monitoring also assists managers to identify poor or unsafe practice.

Staff have been provided with training in a number of areas since the last inspection. These include areas such as trauma informed care and therapeutic intervention. It is intended that the additional training will assist staff to develop their understanding of children's behaviours and how to respond to these in a helpful way. A staff member spoke positively about the training, commenting that it had helped to enhance her practice.

There has been no registered manager in this home since September 2020. This does not support consistent leadership or the safe, effective management of the service. Furthermore, the failure to propose a registered manager means that Ofsted is unable to ascertain the fitness and suitability of the person in charge of the day-to-day running of the home. This does not promote young people's safety, well-being or good progress. Ofsted is taking further compliance action in relation to this matter.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/02/2020	Interim	Improved effectiveness
09/04/2019	Full	Requires improvement to be good
16/01/2019	Interim	Sustained effectiveness
17/10/2018	Full	Requires improvement to be 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 children's views, wishes and feelings standard is that children receive care from staff who—</p> <p>develop positive relationships with them;</p> <p>engage with them; and</p> <p>take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff—</p> <p>help each child to express views, wishes and feelings;</p> <p>help each child to understand how the child's privacy will be respected and the circumstances when it may have to be limited. (Regulation 7(1)(a)(b)(c)(2)(a)(ii)(v))</p>	07 May 2021
<p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>meet each child's behavioural and emotional needs, as set out in the child's relevant plans;</p>	07 May 2021

<p>help each child to develop socially aware behaviour;</p> <p>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;</p> <p>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. (Regulation 11(1)(a)(b)(c)(2)(a)(i)(ii)(v)(ix))</p> <p>This relates to the need to take into account children's level of understanding when sharing expectations about their behaviours. This also relates to the need to ensure that staff have appropriate skills and knowledge about children's behaviours and why they may occur.</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>take effective action whenever there is a serious concern about a child's welfare; and</p> <p>that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. Regulation 12 (1)(2)(a)(vi)(b))</p>	07 May 2021
<p>No measure of control or discipline which is excessive, unreasonable or contrary to paragraph (2) may be used in relation to any child.</p> <p>The following measures may not be used to discipline any child—</p> <p>any restriction, other than one imposed by a court or in accordance with regulation 22 (contact and access to communications), on—</p> <p>a child's contact with parents, relatives or friends. (Regulation 19 (1)(2)(c)(i))</p>	07 May 2021

<p>Restraint in relation to a child is only permitted for the purpose of preventing—</p> <p>injury to any person (including the child);</p> <p>serious damage to the property of any person (including the child); or</p> <p>Restraint in relation to a child must be necessary and proportionate. (Regulation 20 (1)(a)(b)(2))</p>	07 May 2021
<p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (Regulation 23(1))</p> <p>This relates to the need to ensure that there is guidance in place in relation to children's 'as and when required' medications which includes, clear information about when these should be administered.</p>	07 May 2021
<p>*The registered provider must appoint a person to manage the children's home if—</p> <p>there is no registered manager in respect of the home; and the registered provider—</p> <p>is an organisation or a partnership. (Regulation 27(1)(a)(b)(i))</p>	*04 July 2021

\*This requirement is 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 Limited

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

**Responsible individual:** David Phipps

**Registered manager:** Post vacant

## **Inspectors**

Marie Cordingley, social care inspector

Rachel Springford, social care inspector

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