

1244287

Registered provider: ROC Northwest Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is one of several owned and managed by a private company. It provides care for up to five children who may have social and emotional difficulties.

The manager has been registered with Ofsted since December 2022.

Inspection dates: 31 May and 1 June 2023

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 5 April 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/04/2022	Full	Good
10/06/2021	Full	Requires improvement to be good
14/04/2021	Full	Inadequate
19/02/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

When children move into the home, the manager and staff ensure that the best possible planning takes place. This provides children with a very positive first experience and helps to ease any anxieties they may have. When children move on from the home, this is also well planned and a positive experience. Staff have successfully supported one child to return home to their family. In relation to the care received, this child's parent said: 'The care provided to my child was exemplary, and they went above and beyond for him.'

Staff spend quality time with children and know them very well. There is a strong, positive culture within the staff team, which is warm, nurturing and caring towards children. The practice observed throughout the inspection was remarkable. The manager has been a significant driving force to the change in the culture in the home. The change has been heavily influenced by the manager's ability to incorporate research into practice. In turn, this has supported the development of staff who recognised the improvements in their own practice.

Children's views, wishes and feelings are held in the highest regard, which is fully embedded in the care that they receive. Staff always place the well-being of each child at the centre of their practice. Children's achievements are recognised and celebrated. They are encouraged to take part in a wide variety of experiences.

The manager and staff are ambitious and have high aspirations for children. They support children to attend and do well in their education. Two children have recently completed their GCSE exams.

Staff proactively carry out regular direct work with children to support them to develop their independence skills according to their individual needs. Staff develop children so that they have the necessary skills and knowledge to prepare for independence. Consequently, children can cook a range of food, manage their money and travel independently. As a result of this, children who are preparing to move on are making exceptional progress.

Relationships between children and their families are promoted. The manager and staff recognise the importance of this and will regularly advocate on behalf of children. As a result, children see their families often and their relationships have significantly improved.

How well children and young people are helped and protected: outstanding

Children feel listened to, respected and trusted. Relationships between staff and children provide the foundation for children to feel safe. One parent said: 'The care

provided to my child is absolutely fantastic. They facilitate everything they can for them.'

Staff are calm and nurturing and are positive role models to the children. Children respond well to frequent praise and incentives that are in place to help them to achieve good outcomes. As a result, children are thriving. They can identify adults they trust and have confidence to talk to them about any worries or concerns they may have.

Some children have been missing from care. Staff understand the risks well and are proactive in their response, doing all that they can to locate children who are missing. When considering strategies to manage risk, the manager is creative. For one child who regularly went missing, the manager purchased a piano and supported them to attend a music studio regularly so that they could continue to develop their music skills. As a result, risks are reducing, and children are having positive experiences.

Children receive excellent support to regulate their emotions and behaviour. The manager and staff complete regular direct work with children to explore their feelings and to reflect on their behaviour. Children are regularly supported to identify new strategies, and these are included in their risk management plans. As a result, incidents, including the need to hold children safely, have significantly reduced.

When there are concerns around risks in the community, the manager responds proactively. For one child, when there had been concerns around their safety and their placement was in jeopardy, the manager arranged for the child to go on holiday for a couple of days. This provided the manager with the opportunity to implement safety plans and strategies, so that when the child returned home, they were kept safe. The manager strongly advocated for the child. As a result, the risks were managed, and the child's placement was maintained. This provided stability for the child, who was preparing for exams.

Safe recruitment and health and safety practice at the home mean that only the most suitable staff work at the home and that it is a safer place to live. Children and staff regularly practise evacuating the building in case of a fire. Therefore, everyone knows how to respond in an emergency.

The effectiveness of leaders and managers: outstanding

The manager is inspirational and forward-thinking. He demonstrates a clear ambition for each child and is passionate about the quality of care that is provided to children.

Staff feel supported and valued by the manager. They are motivated because he leads by example. Staff say that the manager has been influential in changes in their own practice and development. The manager has been the driving force behind a significant change in culture and practice in the home. As a result of this, he has been influential in changing the lives of the children who live there.

Management oversight of the home is excellent. The manager and staff regularly seek the views of the children and use them to inform the care provided. The manager demonstrates a thorough understanding of the strengths in practice, and clear actions maintain an outstanding level of care for each child.

The staff team nurtures working relationships with partner agencies. This promotes a comprehensive approach to meeting the children's needs. Feedback from professionals is extremely positive, detailing effective communication from the staff team and an approach which supports children to thrive. For example, an independent reviewing officer said: 'The manager and staff have provided a home where [name of child] feels loved and wanted.'

The staff training programme is extensive. All staff receive ongoing training that includes mandatory training and relevant, focused online training. The manager has also made good use of the team meetings, which occur monthly, to deliver some bespoke face-to-face training and workshops to incorporate research-informed practice. As a result, staff meet the specific needs of the children well.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 1244287

Provision sub-type: Children's home

Registered provider: ROC Northwest Limited

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

Responsible individual: Jeanette Swift

Registered manager: Brendan Prior

Inspectors

Kimmy Feeley, Social Care Inspector
Sally Griffiths, Social Care Inspector

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