

2777652

Registered provider: ROC Home Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. It provides care for up to four children with social and emotional difficulties and learning disabilities. At the time of the inspection, there were two children living in the home.

The manager registered with Ofsted in May 2024.

Inspection dates: 18 and 19 December 2024

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: good

A strength of this service is the relationships that children develop with staff. Children were seen to have playful interactions with staff. Staff speak positively about children and show affection towards them. This helps children to see that staff are invested in caring for them.

Children receive well-planned admissions to the home. Arrangements are made for children to have introductions to staff and the home prior to their moves. Children's views contribute to these plans. This helps children to move into the home with ease.

Staff support children to engage in their learning. Incentives are used to encourage children when engaging in learning is a struggle for them. Staff advocate for children when plans for their learning are not finalised. In addition, staff are creative in engaging children in learning, to support their development.

Staff complete key-work sessions with children to develop their independence and self-care skills and explore their emotions and feelings.

Children are kept busy with activities in the home and community. Staff ensure that children have access to varied experiences. In addition, staff complete memory books for children so that they have a record of their time in the home.

Staff support children to learn about diverse cultures and celebrations. Children are also encouraged to engage in charity work. This increases children's involvement in their local community.

Staff support children to spend time with their families. Staff communicate well with children's families and keep them up to date about the children and their progress. One grandparent said they feel that staff listen to them about their grandchild's care. Staff are instrumental in taking children to meet with their families. This helps children and their loved ones to stay connected.

Monitoring and surveillance are used in the home. Door chimes are activated in a child's bedroom and on external doors. The necessity for the use of this monitoring is not detailed in the child's plan, nor is it subject to review. Therefore, children could be exposed to intrusive monitoring when this is unnecessary.

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

Assessments and safety plans reflect children's needs and vulnerabilities. Staff have access to up-to-date assessments and plans for children in their care. Strategies for staff

to support children and manage risks are detailed. This helps staff to respond to children consistently.

Complaints are rare but, when they are received, the manager responds to them promptly. The children know how to make a complaint and there are systems in place to escalate this if they are not happy with the outcome. Managers write to children to confirm the outcome of a complaint to ensure that they know what actions have been taken.

There are safe systems in place for the safe administration and storage of medication. Managers work effectively with the independent visitor when improvements are identified for the administration and recording of medication. This ensures that there are clear records of all medicines given to children, including those that are administered on an as-and-when basis.

Children are given sanctions due to negative behaviours. Reparation is offered; however, not all sanctions are recorded. Therefore, the manager does not have a system in place to review the effectiveness of the sanction for the child. This could lead to children experiencing repeated sanctions that do not support their learning.

Children are restrained in the home, although this is infrequent. Children are only held as a last resort to keep them or others safe. Records of restraint are detailed. However, it is unclear what oversight the manager has when a child is restrained or if they are injured.

The effectiveness of leaders and managers: good

The home has an experienced registered manager and deputy. Managers know the children they care for well. It is evident when speaking with managers and staff that they care about the children they look after.

The manager has systems in place to monitor children's progress. Regular audits of children's files and information ensure that the manager tracks how well the children are being helped and supported. This enables the manager to make adjustments to staffing ratios to care for children, and review staff training needs.

Staff receive regular, reflective supervision and support. Supervision takes place more frequently for staff in their probation period, to ensure that they receive the support they need. When supervision takes place, this is a collaborative effort between the manager and staff. This helps to keep a focus on areas of progress and development.

The manager has systems in place to ensure that staff have the skills to meet children's needs. The manager ensures that all staff complete mandatory training and additional training, when necessary. In addition, the manager ensures that staff who do not hold a qualification as set out in regulation, are enrolled to achieve this.

Children's records are largely up to date, and essential records are held on children's files. However, one child's placement plan holds incorrect information and the delegated

authority is not signed. Another child does not have a pathway plan in place. The manager has failed to engage the placing local authorities about these inaccuracies, missing consent and planning for a child. Therefore, children and staff do not have access to correct information or plans.

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, The 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>In meeting the quality standards, the registered person must ensure that staff—</p> <p>seek to involve each child’s placing authority effectively in the child’s care, in accordance with the child’s relevant plans;</p> <p>if the registered person considers, or staff consider, a placing authority’s or a relevant person’s performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child’s needs are met in accordance with the child’s relevant plans. (Regulation 5 (a)(c))</p>	30 January 2025
<p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the name of the child;</p> <p>details of the child’s behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure ("the user"), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p>	30 January 2025

<p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(i)(ii)(iv)(vi)(vii)(c))</p>	
<p>The registered person may only use devices for the monitoring or surveillance of children if—</p> <p>the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children;</p> <p>the monitoring or surveillance is no more intrusive than necessary, having regard to the child’s need for privacy. (Regulation 24 (1)(a)(d))</p>	<p>30 January 2025</p>

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: 2777652

Provision sub-type: Children's home

Registered provider: ROC Home Ltd

Registered provider address: Hope House, Burnhope, Newton Aycliffe DL5 7ER

Responsible individual: Helen Redhead

Registered manager: Catherine Arries

Inspectors

Joanne Wallis, Social Care Inspector

Kirstie Sutherland, Social Care Inspector

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