

## Children's homes - interim inspection

<b>Inspection date</b>	<b>16/02/2016</b>
<b>Unique reference number</b>	<b>SC442402</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered person</b>	<b>ROC Northwest Limited</b>
<b>Registered person address</b>	<b>Heyes House, 41 Silverdale Road, Arnside, CARNFORTH, Lancashire, LA5 0AL</b>

<b>Responsible individual</b>	<b>Hilary Waterhouse</b>
<b>Registered manager</b>	<b>Rachel Bradley</b>
<b>Inspector</b>	<b>Janine Shortman-Thomas</b>

<b>Inspection date</b>	<b>16/02/2016</b>
<b>Previous inspection judgement</b>	<b>Good</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b>	
<p>This home was judged <b>Good</b> at the full inspection. At this interim inspection Ofsted judge that it has sustained effectiveness.</p> <p>The two requirements and one good practice recommendation has been suitably addressed. The Statement of Purpose has been updated and accurately reflects the services which are systematically provided to all young people. Furthermore, the Registered Manager has ensured that all young people's health appointments and immunisations which are identified within their statutory health care assessments are undertaken. As such all young people are now up-to-date with all their immunisations. In addition the quality of record keeping has improved and records pertaining to physical interventions, which are used appropriately as a last resort by adequately trained staff, are now clear and legible.</p> <p>Young people make good progress in most areas of their lives, particularly with regard to their health and education. Staff continue to promote young people's physical health and well-being. Staff are aware of young people's individual health needs, which are clearly recorded within their plans, and facilitate their attendance at all their routine and specialist appointments. Good links with health colleagues, doctors, looked after children's nurses and specialist health learning disability colleagues, ensures young people's health needs are addressed suitably and promptly. Staff are aware of young people's changing behaviours and respond appropriately, seeking out advice and guidance from those specialist services. This ensures cohesive plans and strategies can be implemented to support young people to manage their surroundings and needs more effectively. Young people continue to make good progress with their education as they maintain exceptionally high attendance and are supported well to complete additional homework. Good links with school ensure young people benefit from robust transition planning; moves into high school are managed well and are successful. This supports young people to feel safe and supported during this difficult transition period and promotes a positive platform for future learning experiences.</p> <p>Adequate transition planning ensures young people are suitably supported and prepared for their transition into and out of the home. Assessment, matching and the transitions are managed well and are in line with the home's Statement of</p>	

Purpose. Staff support young people sensitively when they join the home and when they move onto their further identified placements. Young people confirm that they are made to feel welcome on their arrival and are happy in the home.

Parents, family members and professionals are extremely positive about the level of communication and the supportive and caring environment which supports their children's continuous progression. One social worker said: '(Name) has definitely made the most progress over last 6 months. They have been seizure free since November 2016 and their health has improved. Their behaviour has also improved although whilst they still display some challenging behaviour this is managed well by the staff.' A parent wrote: 'Since you began working as the manager you have brought peace of mind. I am able to sleep at night knowing you have my son's best interest at heart. I now feel comfortable when I visit, and most of all I feel included in (names) life.'

The Registered Manager deals with significant events appropriately; ensuring that these are investigated fully; recorded clearly and ensuring that all the relevant agencies, such as social worker, parents and the Local Authority Designated Officer are informed. That said, Ofsted have not been informed of one allegation which was raised as part of a complaint against the home and a member of staff working within it. As a result Ofsted cannot be assured that the provider has taken all necessary steps to discharge its duties and ensure young people are kept safe. Furthermore the manager has failed to identify a solution to forge more positive and effective working relationships within those in the immediate community to prevent similar and further complaints against the home arising.

The leadership and management arrangements remain effective. The quality assurance and monitoring systems are used well by the manager to ensure that she has a clear understanding of the strengths and areas of continued development for the home. The manager has high expectations for all young people and expects staff to consistently deliver a good standard of care. She is clear about young people's strengths and future goals, and has a realistic plan for how she and the staff team intend to deliver on this. Staff receive appropriate supervision, training opportunities and have their fitness to perform their roles appraised annually to ensure that they do their job well. Any shortfalls in care practice are addressed quickly and effectively with those involved.

## Information about this children's home

- This children's home is owned and managed by a private company. It provides care and accommodation for no more than two children and young people who have emotional and, or behavioural difficulties, physical disabilities and learning disabilities.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/07/2015	CH - Full	Good
24/02/2015	CH - Interim	Sustained effectiveness
03/07/2014	CH - Full	Good
06/03/2014	CH - Interim	Good Progress

## What does the children's home need to do to improve?

### Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets 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 with the given timescales.

Requirement	Due date
The registered person must notify HMCI and each other relevant person without delay if there is an allegation of abuse against the home or a person working there. (Regulation 40(4)(c))	25/03/2016

### Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- The registered person has a key role in seeking to develop the home's effective working relationships with other relevant person's which may include services and individuals to ensure all children's needs are met. This is in particular reference to, fostering positive working relationships with those who live locally to the home. (The Guide to the Quality Standards, page 52, paragraph 10.3)

## **What the inspection judgements mean**

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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*.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *raising concerns and making complaints about Ofsted*, which is available from Ofsted's website: [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted). If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted).

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted)

© Crown copyright 2016