

2517184

Registered provider: ROC Family Time 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 company. It provides care for up to two children with social and emotional needs.

The manager registered with Ofsted on 25 October 2022.

There were two children living at the home at the time of this inspection. A third child moved in during the inspection. The inspector met and observed all the children.

Inspection dates: 18 and 19 March 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: 28 March 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/03/2023	Full	Good
12/01/2022	Full	Good
12/02/2020	Interim	Improved effectiveness
23/07/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children develop trusting relationships with staff who are dedicated and committed to understanding and meeting children's needs. The therapeutic ethos in the home helps children to build strong bonds with the adults caring for them. Staff are consistent in their approach and children have developed mutual respect. One child demonstrated this by making staff a sentimental item to celebrate a special occasion.

Children who move into the home experience a thoughtful transition that includes visits to the home. This helps to reduce the potential trauma a move can bring and gives the child knowledge about their new home. Children who move out are supported to visit their new home and staff stay in contact with children once they leave. This provides familiarity to the child and helps to maintain relationships that have been longstanding.

When children do not attend an education provision, the manager is steadfast in communicating with education professionals to explore alternative education. Staff provide educative work in the home and are creative in how they engage children in these activities. This helps children to learn in informal ways and to develop life skills.

Children are supported to be healthy. Children have access to gym membership and are helped to understand about a balanced diet, food choices and portion control. Staff manage this sensitively and lead by example. Additionally, staff educate children about the importance of attending health appointments. Children are supported to understand the importance of vaccines so that they can make an informed decision.

The safe environment and positive relationships with staff help children to explore their identity. Staff treat children with dignity and respect, and staff listen to, and value the children's feelings. Additionally, staff attend specialist training to raise their own awareness of children's needs. This has helped children to accept referrals to specialist services which broadens children's support.

Children are encouraged to attend activities for enjoyment and learning. The children do not always share the same interests as each other. Staff respect each child's individuality and children benefit from one-to-one attention with staff.

Children know how to make a complaint and their views are taken seriously and responded to. This shows children that their voice and experiences are important. One child said they felt listened to and happy with the outcome of a complaint.

The home is well maintained, and children have personalised their bedrooms that they take pride in. Children are encouraged to develop independent skills by looking

after their belongings and taking responsibility for their personal space. This also helps children to develop a sense of belonging in the home.

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

The manager and staff know the children well. Children have individualised plans that are regularly reviewed and updated. Children's plans have clear actions for staff so that children receive a consistent standard of care. Staff's actions also help to reduce future harm.

Staff adopt a predictable and nurturing approach to caring for children. Children say that they feel safe at the home. They can identify trusted adults who they can speak to for help and support.

Staff educate children about risks that are relevant to them, such as the dangers of vaping. Staff are sensitive to children's personal needs such as hygiene and diet and use positive language to improve children's knowledge. This non-judgemental approach means children do not feel blame and are more willing to learn.

Staff use their knowledge and relationship with the children to de-escalate any situations when children struggle to manage their emotions. Staff are persistent in using strategies that help children to understand their feelings. Incidents are rare and means that children do not need to be physically held by staff to manage a presenting behaviour.

The manager and staff challenge any incidents of bullying swiftly. Staff help children to develop an understanding of one another's differences. Children develop tolerance and staff support children to live together.

The manager and senior leaders take any allegations or concerns around staff conduct seriously. This includes making sure that a thorough investigation is completed to make the necessary safeguarding decisions. This helps to ensure that staff caring for the children are acting in accordance with policy and procedures and that children are cared for by safe adults.

The children have bedroom door alarms to monitor when they enter or leave their bedroom during the night. The manager reviews whether this level of monitoring is necessary for each child; however, this is sometimes inconsistent with the assessed risks for each child.

The effectiveness of leaders and managers: good

The manager promotes a culture of support and continuous development. He has high aspirations for the children living at the home. The manager and a new staff team have created a cohesive and nurturing environment for the children. This has reduced the necessity for agency staff and provides continuity of care for the children.

The manager is equally as enthusiastic about promoting the well-being of the staff team. He strives to make improvements in the home collectively with the staff and he values their input. The manager uses team building days and activities to help the staff team reflect and improve on their practice. This brings cohesion to the staff team and helps to provide predictable care for the children. Additionally, this supports the manager to make continued developments in the home.

The overwhelming view from staff is that they feel appreciated and supported in their role. Staff also recognise that the senior leadership team is supportive and visible. The manager recognises staff's potential and staff can progress to more senior positions. As a result, staff feel valued and motivated in their role. This helps to improve staff morale, the atmosphere in the home and the quality of care that children receive.

A program of regular team meetings and individual reflective supervision improves staff's practice and supports their learning. Staff who are new, or in new positions, receive more regular supervision as support. Staff can attend consultations with the clinical team. These help the staff team to adapt their practice and respond to children's needs.

The manager uses audits and monitoring tools to improve standards in the home. This includes tracking children's progress and auditing the structured discussions that the staff have with the children.

The manager and staff are strong advocates for the children. This includes the manager supporting children to make complaints to their placing authorities when they are not receiving the service they are entitled to. The manager escalates his concerns to senior leaders in placing authorities when necessary. This helps children to see that their views are important. Additionally, this increases children's confidence to speak up.

The manager and staff have good working relationships with people in the children's networks. Regular communication with professionals helps staff to learn about past events that may affect the children's behaviour or emotional well-being. This means that staff can respond quickly to support the children. However, the manager does not consistently consult or communicate with children's parents. This is a missed opportunity to help children maintain relationships and inform care planning for children.

The provider adopts a value-based ethos of recruitment to help ensure that staff working in the home share the same principles of the home. Safer recruitment checks are completed for new staff members. However, the manager does not enquire about any international checks when staff have lived and worked in other countries. This means that the manager cannot be certain that adults working in the home are safe and appropriate.

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

Recommendations

- The registered person should ensure that staff take the initiative in identifying people, bodies and organisations who must play a part for their children and engage with those relevant people proactively, advocating for the children in their care. This includes communication and consultation with children's parents. ('Guide to the Children's Homes Regulations, including the quality standards,' page 12, paragraph 2.7)
- The registered person should ensure that recruitment, supervision, and performance management of staff safeguards children and minimises potential risks to them. In particular, the registered person should ensure that they complete international checks when staff have worked and lived abroad. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.1)
- The registered person should ensure that when limits on privacy and access are put in place to safeguard each child in the home, the decision must be informed by the child's needs and risks. This particularly relates to the use of bedroom door alarms. ('Guide to the Children's Homes Regulations, including the quality standards,' page 15, paragraph 3.10)

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: 2517184

Provision sub-type: Children's home

Registered provider: ROC Family Time Limited

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

Responsible individual: Laura Roberts

Registered manager: Daniel White

Inspector

Cat Makel, Social Care Inspector

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