

1224663

Registered provider: Horizon Care and Education Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care and accommodation for three children who have social and/or emotional needs. It is operated by a private provider.

The experienced manager has been registered at this home since November 2017. She is working towards gaining the appropriate level 5 qualification for managers of children's homes.

Inspection dates: 6 to 7 June 2018

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: 17 July 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/07/2017	Full	Good
25/10/2016	Interim	Improved effectiveness
06/04/2016	Full	Good

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

Recommendations

- The use of external agency staff can be a positive choice to complement the skills and experiences of the permanent workforce. Any external agency staff should meet the requirements in regulation 32(4) regarding mandatory qualifications and the registered person should consider their skills, qualifications and any induction necessary before they commence work in the home. ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.16) In particular, ensure that the records of previous training for agency members of staff have been examined.

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Young people are experiencing highly nurturing and effective care. They are making excellent progress in relation to their starting points. They benefit from stable and secure placements. They are supported to develop positive and trusting relationships with staff. Young people feel respected and valued.

Due to the emotional trauma they have experienced in their lives, not all young people are attending education frequently. Staff recognise that a mainstream school environment may not suit all young people. They work diligently, in conjunction with other professionals such as education providers, to consider alternatives and offer these to young people. Staff are persistent in encouraging young people to engage in education, and in working with education providers to suggest bespoke alternatives which may encourage a young person to engage. For example, during the inspection, the home had been registered as an exam centre to ensure that a young person had the opportunity to take their GCSEs. This is excellent practice.

Excellent attention is given by staff to promoting young people's health. Young people are encouraged to be active. For example, they regularly go swimming, for walks and for bikes rides. Healthy snacks are provided on returning to the home after school and healthy choices are encouraged. Young people are encouraged to consider and take responsibility for their own health needs. For example, one young person has made the decision to change their long-term medication, in full consultation with staff and child and adolescent mental health services (CAMHS).

Staff caring for young people are highly skilled, experienced and committed. Staff know the young people exceptionally well. Staff understand the young people's complex needs; this enables them to provide a very high standard of individualised care and support. Young people are provided with high levels of praise and encouragement. They are encouraged to follow their own hobbies and interests. Structure, routine and

consistent boundaries help to promote young people's sense of well-being and encourage them to manage their own behaviour. Listening to young people's wishes and feelings and supporting young people to have their voices heard with other professionals are strengths of the home. A young person said, 'Staff massively advocate for me.'

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

Sensitive and meticulously planned safeguarding practice means that young people, some of whom have been a significant risk to themselves, are kept safe. Risk-taking reduces and young people become increasingly safe while living at the home. Their sense of safety and security grows, encouraged by strong and nurturing relationships with staff who are committed and passionate. This sense of safety and security allows young people to relax and be themselves, and to consider their identities, their pasts and their futures. This process can be emotionally distressing at times, but it results in young people have a growing sense of well-being.

There is exceptional multi-agency working with agencies such as the police and CAMHS. Jointly written and jointly implemented risk assessments mean that young people are kept as safe as they can be during times of crisis.

There is very little use of physical intervention in the home. It is used only on rare occasions, when a young person presents a risk to themselves or others. This reflects both the skill of staff in de-escalating situations and their consistent approach. Staff have seen a reduction in the need to use physical intervention to manage behaviour as they have got to know young people better. As a result of the exceptional care they receive and their increasing sense of feeling secure, incidents involving young people have decreased significantly. This includes going missing and self-injurious behaviour.

The effectiveness of leaders and managers: outstanding

Leadership and management are outstanding in contributing to the stability the home provides for young people, and the progress they make. The experienced and passionate manager leads a committed staff team. She is confident and innovative. She inspires staff to develop practice and knowledge, and offers high levels of support. The manager is committed to the professional development of her staff team.

Staff feel very well supported. They have regular, good-quality supervision, which gives them the opportunity to reflect on and improve their practice. Staff receive regular feedback on their performance, and the culture of the home is one of openness. This helps to facilitate safe and professional practice. Although there is now better scrutiny of the recruitment credentials of agency members of staff, information on the training they have received is not always known. This is important so that the manager can make informed decisions about the abilities and skills of agency members of staff.

Staff are well trained, receiving training online as well as having access to face-to-face

training opportunities. Where young people have a new and emerging need, the manager sources new or enhanced training to help staff increase their skills and confidence in that area. There is some evidence of research informing practice. Regular support and consultation from the company's clinical psychologists allow staff the space to consider their practice and receive expert guidance in how to manage young people's needs.

Partnership working is excellent, with all professionals consulted during the inspection commenting on the quality of communication from staff. Staff act as strong advocates for young people. They challenge stakeholders where necessary. This collaborative working and mutual professional respect are instrumental in improving outcomes for young people.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

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: 1224663

Provision sub-type: Children's home

Registered provider: Horizon Care and Education Group Limited

Registered provider address: Venture House, Unit 12, Prospect Business Park,
Longford Road, Cannock WS11 0LG

Responsible individual: Emma Green

Registered manager: Wendy Greaney

Inspector

Catherine Honey: social care regulatory inspector

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