

# 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

This home is owned and managed by a private provider. It provides care for up to four children who may experience social and emotional difficulties.

The manager registered with Ofsted in March 2021.

At the time of this inspection, three children were living at the home.

### Inspection dates: 11 and 12 March 2025

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| <b>Overall experiences and progress of children and young people, taking into account</b> | <b>outstanding</b> |
|-------------------------------------------------------------------------------------------|--------------------|

|                                                             |             |
|-------------------------------------------------------------|-------------|
| How well children and young people are helped and protected | outstanding |
|-------------------------------------------------------------|-------------|

|                                           |             |
|-------------------------------------------|-------------|
| The effectiveness of leaders and managers | outstanding |
|-------------------------------------------|-------------|

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:** 6 March 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 06/03/2024      | Full            | Good                 |
| 07/03/2023      | Full            | Good                 |
| 02/02/2022      | Full            | Good                 |
| 30/10/2019      | Full            | Outstanding          |

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

Two of the children have lived at the home for many years and another child has moved in since the last inspection. Children have consistent positive experiences and make remarkable progress from their starting points. The dedicated staff team fosters a nurturing, calm and supportive environment where children can achieve.

Staff understand the importance of trust and stability and prioritise forming and sustaining positive supportive relationships with each child. Staff tell the children that they are loved, and they are attuned and sensitive to children's emotional needs.

Children make steady positive progress with their education. They attend educational settings that are tailored to their specific individual needs. The children are supported by the manager and staff, who have a strong collaborative relationship with school professionals. One child is on track to obtain qualifications.

Children are healthy and staff encourage them to make good choices around diet and hygiene. Children's health improves as they attend sports of their individual preferences, such as football, skateboarding and bike riding.

Children are supported to develop their interests as individuals and as a group. Staff provide positive day-to-day experiences, such as taking children go-karting, for trips to the theatres and visiting castles and cathedrals. Children also enjoy camping, and last year they went on an overseas holiday for the first time. Staff write about the children's experiences with pride and compassion and collate memories for the children so that they will have fond and positive memories to reflect on when they leave the home.

Children are supported to help others in the community and to learn about the world. Children participate in 'The Great Tommy Sleep Out', a national award-winning fundraising challenge for veterans. The children are keen to take part in this community event. Children have ambassador roles within the home and have gained these roles specific to their interests. For example, there is an ambassador for the planet, and this involves being responsible for recycling at the home.

Children learn about their own cultural identity and family heritage. This includes making links with cultural groups in the community to help children understand their heritage. Additionally, staff sensitively help children to explore their feelings and perceptions of different cultures and religions in a safe environment.

Children's voices are heard, and they are given different opportunities to share their thoughts and feelings. This includes voicing these in their house meetings.

Staff support children to build and maintain relationships with their family. Family members speak highly of the care provided, and all expressed their sincere thanks to the staff for the positive difference made for their children. One parent said, 'Our lives have improved so much because the child's life has improved so much, and that is down to the staff and what they do.'

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

Children said that they feel happy and safe. Staff know the children exceptionally well and know how to mitigate the risks that affect the children. Furthermore, staff attend training that has been specifically identified to provide them with knowledge about children's specific needs. For example, they attend training on how to support children when they struggle with their relationship with food or about harmful sexual behaviours. Staff have an enhanced understanding of how to keep children safer, and children experience improved emotional well-being.

Staff have excellent distraction and de-escalation techniques. Their knowledge of the children means that they notice subtle changes in their behaviour. Staff are highly skilled at recognising early signs of distress so that they can quickly support children. Staff have rarely needed to physically intervene, with only two occasions when guides or holds have been used. For example, on one occasion, a child was directed to a different area of the home to prevent a situation escalating. The low use of physical intervention is due to the trusting relationships that children have with staff. Furthermore, children learn how to use alternative ways in which they can express their emotions.

The manager develops comprehensive risk assessments. These documents help staff to respond promptly to an identified risk due to the clear guidance and strategies. Staff demonstrate vigilance and professionalism in their approach, responding swiftly and appropriately to safeguard children. This has led to a significant reduction in the times that children use self-harming behaviours.

Missing-from-home incidents are very rare, but when they happen, staff look for the children and rigidly follow the missing-from-home plan. The children were located swiftly and safely returned home.

Children agree with the clear boundaries and routines, which results in them responding well to the expectations about their behaviours. If children struggle to manage their difficult emotions, staff support children. On rare occasions, natural consequences have been used, which help children to recognise the impact of their behaviours and actions on other people.

Allegations are rarely made. These are thoroughly investigated, and children have been supported throughout this time. The manager takes prompt and decisive action when incidents of a safeguarding nature arise. Thorough investigations into staff

practice are conducted, and appropriate action is taken to ensure the safety and well-being of the children.

### **The effectiveness of leaders and managers: outstanding**

Staff feel supported by the aspirational manager. One member of staff said, 'The manager is just amazing. I can go to her for anything, and she is so supportive. She is a brilliant manager, and the home just wouldn't be the same without her.'

The manager is child centred, and staff mirror her calm and reflective approach. This results in children living in a nurturing, warm and homely environment so that they can make progress and flourish. The manager knows the children well and empowers them to make the right choices in life. Staff take pride in children's achievements, and children can recognise their progress, no matter how small this may be.

Monitoring and auditing systems are effective. These systems enable the manager to ensure that staff provide a consistently excellent quality of care to children. Staff meet regularly with the manager for reflective supervision sessions. Furthermore, staff have regular team meetings. Children are discussed and staff can look at their practice. Staff consider what is working well and what changes need to happen to improve outcomes. These discussions help to inform children's plans and assist children to continue making incredible progress.

The manager actively supports staff in enhancing their knowledge and skills to better meet the needs of the children. Research into the complexities of eating disorders and sensory overload has played a crucial role in supporting the children's progress in these areas. The manager has also been creative in developing a character that the children can relate to. This has led to a significant reduction in the amount of time that children spend playing games on their laptops.

The manager is a strong advocate for children. One social worker said, 'I couldn't wish for a better advocate for the children. She knows them so well; much better than any other person, and she is not frightened to speak up for the rights of the children.'

No requirements or recommendations have been made following this inspection.

## **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:** 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, Staffordshire WS11 0LG

**Responsible individual:** Daniel Goldie

**Registered manager:** Andrea McKinder

## Inspector

Angela Ross, Social Care Inspector

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