

1226975

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 can care for up to three children with social and emotional difficulties. Two children were living in the home at the time of the inspection, and both children contributed. Two children have moved out since the last inspection.

During this inspection year, there has been a change of responsible individual and manager. The home is led by a registered manager who was appointed in November 2024.

Inspection dates: 5 and 6 March 2025

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: 21 March 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/03/2024	Full	Outstanding
07/02/2023	Full	Outstanding
25/01/2022	Full	Good
30/01/2020	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children have made significant progress since the last inspection. This is because staff always strive to achieve the best for the children and offer exceptional care. Children's care planning is outstanding and has included support from a psychotherapist. This has made a real difference to children's lives.

Staff consistently try new ways to support children. Children understand that staff want to help them and can see their progress. Children are supported to take pride in their achievements.

The home is inviting, and there are photos of the children and staff throughout the home. These photos show positive memories from holidays and day trips that they have enjoyed together. Photos include all children, including those who have moved out.

Children are helped to learn independence skills. Children work through an excellent programme that helps them learn skills they will need when moving on. This is actively reviewed and adapted by staff to suit the needs of each child. Staff support children through all meaningful transitions.

Staff make a real effort to get to know the children and support them to identify their own strengths. Staff actively support children's hobbies and interests, and they enjoy spending time together. One child enjoys fitness and going to the gym. Both children in the home voiced that they would like a gym at home. Their views were taken into consideration and the garage has now been transformed into a gym. This is having a positive impact on children's self-esteem and well-being.

The manager has brilliant relationships within the community and actively seeks out opportunities to help children's personal development. One child attended a mentoring programme in the community, which has helped them to feel more confident in taking on new challenges and to set goals for their future.

Children are listened to by staff. Both children are planning a trip this year which is based on their individual wishes. One child is being supported to climb Mount Snowdon and is raising money for charity in the process. Another child is planning a trip to York with staff, which is somewhere they have always wanted to visit. The children benefit from being involved in the planning, and this is giving them both something to look forward to.

Education is highly valued, and both children are making remarkable progress in this area. One child has been out of education for some time, and staff have been creative in supporting them to be involved in education again. Staff have thought

creatively about one child's likes and incorporated these into their education plan. This approach has sparked the child's interest, and they have started to enjoy education again after a long time. This child's confidence has grown, and they are now attending an alternative provision alongside tutoring.

The manager ensures that children's voices are heard and is an amazing advocate for them. One child was not in education when they first came to the home. The manager identified delay in education planning. The manager contacted the children's rights officer on behalf of the child in a timely manner. This led to the child having access to an education plan quickly. This child is now attending an alternative provision that meets their needs.

One child has complex health needs. The manager has sought support and advice from health professionals and a psychotherapist to better understand the needs of this child. This joined-up approach has enabled the child to feel more able to meet their personal care needs.

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

Children's safety is prioritised by staff. Children have been supported to reduce their risks when measuring from individual starting points. Staff have an excellent understanding of the children's risks and vulnerabilities and know how to keep them safe.

Children's views are paramount in this home. Children are listened to, and their views are respected. Children understand how to make a complaint. One complaint was made since the last inspection. This was well responded to by the manager. The child was consulted throughout, and a resolution was found.

Staff are aware of children's vulnerabilities, and they support children to reduce any behaviours that could increase their exposure to risk. For one child, there were concerns about low-level criminal behaviour, going missing from home and unsafe friendships. Staff provided excellent support to this child by sharing information that helped the child make more positive decisions. This child's risks have massively reduced, and there have been no missing-from-home episodes for several months. The tutor attributes this to the positive role models the child has in the staff, who go above and beyond to show they care.

Each child has a missing-from-care protocol and Philomena Protocol. Staff understand what actions to take when a child goes missing from home and how to support them when they return home. This practice has been supported by the deputy manager, who attended training with the local police. This was focused on preventing children from going missing from home. This was shared in a team meeting to further embed and enhance safeguarding practices.

Staff are excellent in supporting children with their emotional well-being. Children trust staff to support them with difficult feelings and help them find solutions.

The effectiveness of leaders and managers: outstanding

The manager is ambitious for the children she cares for; she is inspirational to the children and to staff. The manager has high standards for the level of care the children should receive, and this is replicated across the home. The manager regularly seeks feedback from staff, children and external agencies to drive change in the home.

The manager has good oversight of the home, which includes preparing a monthly report that tracks the children's progress. This helps identify any areas where children may require additional support.

Each child receives a monthly newsletter. This is used to share information with the children. This includes any updates to their care planning and an overview on meetings that have been held. The newsletter also includes the child's views and what staff have done in response. This is a useful tool that ensures children are involved and informed in their day-to-day care planning.

The manager has shown compassion and offered extensive support to one child who has experienced significant loss. The manager understands there are specific times of the year when the child may struggle and may require additional support. Staff understand that the support required for this child is dynamic. Staff are empathetic in their approach and adapt care to ensure the needs of this child are met.

The manager ensures staff have received training in areas appropriate to meet the needs of the children they care for. This is kept under regular review, and additional training is sought at times when this is required.

Stakeholder feedback was wholly positive. All external agencies were able to comment on the individual progress of the children and how this is due to the care the children are receiving. In relation to one child's progress, their tutor commented, 'This is entirely down to the staff at the care home who have encouraged him, inspired him and supported him in many ways. It is testament to them.'

The manager understands and follows safer recruitment and vetting procedures for new staff. There is an induction and training programme for new staff, and they have shadow shifts at the start of their employment.

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: 1226975

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: Zahida Amir

Inspector

Becky Thompson, Social Care Inspector

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