

1229762

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 is a privately run home providing care for up to three children with emotional and social difficulties.

The manager registered in September 2024.

Three children were living at the home at the time of the inspection. Two children were spoken to during the inspection.

Inspection dates: 14 and 15 July 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 31 July 2024

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/07/2024	Full	Requires improvement to be good
07/02/2024	Full	Good
06/07/2022	Full	Good
29/06/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The staff have positive relationships with children. One child said, 'The staff are lovely,' and 'It is such a lovely home to live in.' Children have trusted adults that they can openly talk to.

Staff support children to engage with education. All children have education placements. The staff are sensitive to children's individual needs and are aware of other influences that have an impact on the children's ability to learn. One child has completed their GCSE exams. Two children have secured college placements for the next academic year. The staff's understanding and support enable the children to progress and learn at a pace that is appropriate to them.

The manager and staff promote time with family and friends. Children spend time with family and friends who are important to them. One child spends time with their family and boyfriend independently. Families feel welcomed to the home. Staff encourage children to develop positive relationships.

Staff explore independence goals with children. Goals include personal care, using public transport and cooking. The manager and staff actively encourage children to develop skills that will prepare them for when they move on from the home.

Children understand how to make a complaint and are confident to do so. The manager takes children's complaints seriously. On one occasion, a complaint was reviewed by another manager to ensure impartiality. Complaints are responded to appropriately and in a timely manner, and children feel listened to.

Children have accessed various activities, including day trips, sporting activities and laser tag. Two of the children have been on holiday, including travelling abroad, and have enjoyed the experience. However, in the last three months, one child has rarely participated in activities. The child spends long periods of time in their bedroom gaming. Staff have not been creative or consistent in encouraging the child to engage with them. Another child and a social worker felt that more activities could be offered.

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

Children said they feel safe. Staff have the appropriate safeguarding training. Social workers and families feel assured that staff understand how to keep children safe.

There have been no missing-from-home incidents. Children have individual protocols and staff understand how to appropriately respond to a missing incident, should an incident occur.

There have been no incidents where children have been held. The staff understand children's individual positive handling plans and that holding children should only be used as a last resort.

Allegations are managed promptly and effectively. The manager informs relevant professionals and works in a multi-agency way to help keep children safe.

Children have individualised behaviour support plans. One child has complex behavioural needs. One staff member did not fully understand all of the child's plan. Staff do not manage the child's behaviour consistently. This approach has meant, at times, boundaries for the child are unclear and confusing.

The effectiveness of leaders and managers: good

The manager is dedicated to providing good care for children. She is an excellent role model for staff and staff feel well supported. The manager is working towards a relevant managerial qualification. The manager regularly spends quality time with the children. Staff said that the manager always puts children first and makes time for them.

Social workers speak highly of the staff and manager. A social worker said that the manager and staff 'are amazing'. She said that communication is excellent and that the manager and staff go above and beyond for the children and that regular multi-agency meetings ensure that the child's needs are reviewed.

Staff receive training that meets the children's needs. Staff either hold a relevant level 3 diploma or are working towards the qualification. Staff have regular and good quality supervision. Good training helps staff to understand and meet the needs of the children.

The manager has good oversight of the home. She has regular support from an internal quality assurance manager and senior managers. This support helps the manager to continually improve the service for the children living at the home.

The manager and staff benefit from monthly child-focused clinical meetings, which are attended by staff and facilitated by a psychotherapist. Children's progress is monitored well, and a safe space is provided for solution-focused discussions about any challenges staff may face.

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The 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 within the given timescales.

Requirement	Due date
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out how appropriate behaviour is to be promoted in the children's home. (Regulation 35 (1)(a)) In particular, ensure that staff understand and implement children's behavioural management plans consistently.	1 September 2025
The enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, cultural, intellectual, physical and social interests and skills. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— develop the child's interests and hobbies; participate in activities that the child enjoys and which meet and expand the child's interests and preferences. (Regulation 9 (1) (2)(a)(i)(ii))	1 September 2025

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: 1229762

Provision sub-type: Children's home

Registered provider: Horizon Care and Education Group Limited

Registered provider address: 17 Wolverhampton Road, Cannock, Staffordshire WS11 1AP

Responsible individual: Daniel Goldie

Registered manager: Naomi Ellis

Inspector

Amy Miles, Social Care Inspector

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