

1234244

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 provides care for three children who may require support in respect of social and/or emotional and/or behavioural difficulties. The home is owned and managed by a private organisation. The manager was registered with Ofsted in June 2019 and holds the required level 5 qualification.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

Inspection dates: 18 to 19 May 2021

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: 28 November 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/11/2019	Full	Good
10/12/2018	Full	Good
17/05/2017	Full	Good
05/10/2016	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are thriving. Staff genuinely care for and about the children. They show unconditional positive regard for the children and talk proudly of the progress children have made.

Children make excellent progress in education. During lockdown, staff used individual child-centred approaches to ensure that every child continued to make educational progress. Staff advocate strongly on behalf of children to secure bespoke arrangements that best meet children's needs. Children are fully involved in determining and planning these arrangements. As a result, children are achieving well at school.

The property feels loved and cared for. Children and staff take great pride in the home. Every room is full of children's belongings and activities. Children's artwork and their photographs are on the walls. Their bedrooms are personalised, and children help to choose the décor of the home. The garden is well maintained; children have bought pots and planted seeds and flowers.

Children are happy and settled. Children said they did not want to have formal house meetings as they feel listened to every day. The manager writes to each child every month. She responds to any requests and celebrates their achievements. It is never a standard letter: it is a work of art. One month she made the letter into a jigsaw and placed the pieces around the house for the children to find. When she takes the time to do this, it shows the children how much they are cared for.

Staff also take the time to personalise information in a child-centred way. Children's placement plans are updated regularly. Staff make child-friendly versions and explain the changes to children in a key work conversation. Other important key work conversations are summarised into a personalised format so that the child knows what has been discussed and agreed.

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

Children feel safe, and are kept safe. Staff know the children exceptionally well. They are highly skilled at reading the non-verbal cues that children show to say how they are feeling. This means that staff intervene quickly to help the children when they feel worried or anxious. As a result, children's mental and emotional well-being have significantly improved.

Staff consistently put their training into practice to create a therapeutic environment where children trust staff. Staff anticipate events that might cause children stress or anxiety. Working collaboratively with the child, they agree a way to manage the

event. Sanctions are not used; children identify motivators that are meaningful to them, that they can work towards. As a result, there are very few incidents and restraint is not used.

Children's risk-taking behaviour has significantly reduced. Some children have histories of going missing prior to moving in. Incidents of missing are now very rare. Given that children do not have any free time away from the home, this shows that children feel safe and have secure relationships with staff. When incidents do occur, staff immediately follow the agreed protocols and children return quickly.

Children are taught about online safety in planned keywork conversations. Staff use a range of creative resources that are tailored to individual children's potential risks. Staff supplement this, using themes in the media as a basis for further discussion. The manager sets individual limits on internet access depending on the age of the child and any known risks. A range of checks are in place to keep children safe online.

No serious allegations or concerns have been raised. Two minor concerns have been reported. In both cases the manager has completed a full and thorough investigation. Follow-up learning has taken place with children, staff and outside agencies.

The effectiveness of leaders and managers: outstanding

The manager has exceptional presence and creates a culture of care and positivity. This can be seen in all aspects of the home, from how she cares for the staff, how staff care for the children, to the care shown to the environment and even the records.

She leads from the front and staff describe her as 'amazing'. Morale in the home is excellent. Staff feel cared for, supported, listened to and valued. As a result, staff turnover is very low.

There is a strong focus on staff development. All staff have an annual appraisal with the manager as she wants to oversee every staff member's learning and development. Team meetings are held twice a month to allow time for group learning and reflection. Supervisions and training are consistently completed within the timescales set by the organisation. This means that all staff have the skills and knowledge to provide high-quality care for the children.

The manager is highly organised. She has implemented a structured audit system which ensures she has oversight of how the home is operating. The audits are used to improve staff practice, which makes a difference to how children are cared for.

Partnership working is very effective. The manager and staff work closely with other agencies to ensure that children receive holistic care. One professional said, 'They understand the need to be a team around the child'. This approach helps the children make progress in all areas of their lives.

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: 1234244

Provision sub-type: Children's home

Registered provider: Horizon Care and Education Group Limited

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

Responsible individual: Emma Carrington

Registered manager: Amy Watson

Inspector

Alison Marshall, Social Care Inspector

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