

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.

Inspection dates: 30 and 31 May 2022

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: 18 May 2021

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/05/2021	Full	Outstanding
28/11/2019	Full	Good
10/12/2018	Full	Good
17/05/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are at the heart of this home. They are involved in all aspects of their care. The manager and staff are exceptional in enhancing children's life chances and experiences. Staff are confident and motivated in meeting each child's needs. As a result, children make outstanding progress.

Children grow in self-confidence and self-esteem because they are so well supported by staff. Staff provide the children with a real sense of emotional warmth and understanding. They have created a genuine family feel in the home, and this is commendable. Because of this, children feel valued and have a strong sense of belonging.

The manager and staff place a strong focus on supporting children to have fun and experience different things in creative ways. They involve children in all aspects of the home and act on what they say, when possible. Children are also involved in many activities outside of the home. This enables them to flourish in all areas of their lives.

Children attend education every day. They enjoy learning because staff work closely with education providers. This provides a consistent approach. One external provider said: 'We start together and work through together from the very outset of their journey. The child knows we are working together.' As a result, children learn and make good progress in their education.

Feedback from involved agencies is consistently positive. Individualised care and support is excellent. The manager and staff place a strong focus on bespoke care. They have positive relationships with each child. This has led to a settled and happy home. Because of this, children build trusting relationships.

Children's health needs are well considered and met by the team. Staff work very closely and proactively with health services. There is a very strong and effective therapeutic approach to care. This is evident in all records and documentation. Staff understand and work on a trauma-informed approach. This supports improvements in children's health and well-being.

The staff involve parents and other important family members extremely well. The children's families are fully involved and informed about their care. Staff go above and beyond to make sure contact is supported where appropriate. As a result, children maintain positive relationships with those who are important to them.

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

The manager and staff understand the risks posed to and from children very well. Care plans are very child focused. They are written in detail and in a sensitive manner. They are clear on what the present and historical issues are. Risks are well understood. This supports children to feel safe and make clear progress in their life.

The manager is proactive in considering risks before children are welcomed to the home. Children's pre-admission impact risk assessments and matching processes are very comprehensive. These are gradual and personalised for the child. There is excellent multi-agency working. Consideration is given to issues and responses necessary to keep children safe. This assists staff to foresee potential risks and make plans to prevent harm. As a result, this has led to stable placements.

The manager and staff understand their safeguarding roles and responsibilities. Safeguarding training is thorough and planned in advanced to meet children's needs. Staff understand how to keep children safe. Staff have an in-depth knowledge of each child, including their risks and vulnerabilities.

The manager and staff support children to develop their independence. This includes taking age-appropriate and well-managed risks. Staff are confident in supporting children to have new experiences. For example, one child takes part in community activities, clubs and volunteering. This helps children to recognise their potential and take positive risks.

Children enjoy some very trusting relationships with staff. The manager and staff provide a strong and consistent daily routine. Children enjoy this. Staff ensure children are safe and support them to make the right decisions. The children know this and they feel cared for and loved. As a result, children have stability and feel secure.

The effectiveness of leaders and managers: outstanding

The manager is a strong leader and positive role model. Her dedication and drive have been instrumental in making the house a home. She speaks with passion and commitment about the children. She is highly ambitious for the children and staff. This continues to raise the standards of care for children. The progress children make is exceptional.

The manager is supported by an equally passionate and competent staff team. Teamwork is integral in providing children with positive role models and the best possible care. Staff show a high level of empathy and understanding towards the children. They are highly motivated. This has led to a very stable staff team, and staff see themselves as a family around the children.

The monitoring by the manager is excellent. Effective management systems are in place. Children's records are of a high standard. They regularly track and review the

progress of each child. Plans are dynamic in nature and change with the child when required. Children are not, however, routinely given the opportunity to read their social care files or given advice on how to access these records in later life.

The staff receive regular formal supervision and development appraisals. They also receive daily support and guidance from the manager and each other. They see the manager as accessible, and feel extremely well supported and valued. This supports staff to progress with their learning and development.

Working with external agencies and families is a key strength of the manager and staff. They share information and communication is very effective. This helps staff to focus on children's strengths and abilities. This is central to the outstanding care provided. One parent said: 'Support is phenomenal. Support they get is amazing, they [the staff] email me every week, which I cherish, they keep me informed, they are phenomenal.'

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

Recommendation

- The registered person should ensure that children are actively encouraged to read their records and to add further information to them. They should be regularly reminded of their rights to see information kept about them and be given information about how they might be supported to access their records in later life. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.6)

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 WS11 0LG

Responsible individual: Luke Taylor

Registered manager: Amy Watson

Inspector

Thirza Smith, Social Care Inspector

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