

1235654

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 up to four children who may require support in respect of social and emotional needs. The home is owned and operated by a private organisation.

The registered manager has been in post since July 2022.

Inspection dates: 13 and 14 February 2024

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: 8 November 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/11/2022	Full	Good
20/07/2021	Full	Good
05/03/2020	Interim	Improved effectiveness
18/06/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Since the previous inspection, three children have moved on to other placements. When children have left the home, managers ensure they receive exceptional support and assistance. Where possible children are fully prepared and visit their new home prior to moving in. The manager and staff go above and beyond to continue with emotional support once children move because they understand the gravity of such life changing moves.

Children are at the heart of this home. Managers and staff provide children with an extremely warm and nurturing home environment. Staff speak about children with enthusiasm, warmth, and compassion. They demonstrate unwavering commitment to the children. This enables children to flourish in all areas of their development.

Children's progress, experiences, wishes and views are central, well understood and the pillar used to develop very high-quality wrap around care. Most of the children have lived at the home for a long time. This level of stability creates a real sense of belonging. This has been significant in allowing children to build secure and meaningful relationships with a team of staff who children know, trust, and rely on.

Children grow in confidence and self-esteem because they are so well supported by staff. Children spend meaningful and purposeful time with staff. Together, children and staff discuss sensitive issues and have difficult conversations. This alleviates children's worries and enables them to reflect, learn and develop. Staff support children to express their individuality and take pride in their achievements. The staff have outstanding relationships with each child. Together, they create a nurturing family feel in the home.

Staff meet children's health needs exceptionally well. Staff receive support and guidance from clinicians within the organisation. They provide regular consultation and advice on how to support children. The clinicians also provide direct support to the children. This further promotes children's health and emotional well-being.

Staff place a strong focus on supporting children to have fun, try new things and have a happy life. There is lots of laughter in the home and relationships between staff and children are exceptional. Staff go to great lengths to create pictures, photograph albums and positive memory books which provides children with a collection of happy memories. Children take these very happy memories with them when they move on.

Children are well prepared for the school day, and this helps them to learn. Staff work closely with education providers to ensure there is effective partnership working to help children make good progress. Staff work very creatively with education providers to make sure children have positive education experiences. Where children are not yet

ready to go to school, staff take sensitive steps to bring education to the home. Children receive consistency in care and education. As a result, children engage with learning and make progress.

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

The manager and staff understand the children's risks and vulnerabilities extremely well. The manager goes to great lengths to understand how best to protect and support children to grow and develop. For example, the manager has studied research-based approaches and adapted this for the practice in the home. As a result, plans for children are very supportive and effective.

Children are safe in this home. Staff are empathetic. They understand the complexities of children's previous life experiences and how these have an impact on their behaviour. When children move into the home risks are well known and understood. This means that staff can support children to overcome past trauma and to manage current risks.

There have been incidents of children going missing in care. When this happens, staff have followed missing protocols and procedures exceptionally well. Staff are quick to respond and go above and beyond to ensure children return to the home safely and as soon as possible. Following incidents, the manager is proactive and reflects on these and effectively works with other agencies to ensure that strategies to reduce risks are carefully considered and highly effective.

Staff have received good quality safeguarding training including extra training bespoke to children's needs. As a result, they have a clear understanding of their safeguarding roles and responsibilities. Staff know how to report any concerns they may have. Safeguarding incidents are exceptionally rare. When they do occur, staff know how to respond and keep children safe.

Staff are extremely diligent. This ensures that the potential risks to children are understood and minimised by them. Risk assessments and care plans are extremely thorough. They provide clear and concise information about how staff need to support children. Staff know and understand the underlying causes to more difficult behaviours that children can present. This approach means children are assured that staff will do everything they can to keep them safe.

Staff support children to make choices and decisions about their day-to-day care and futures. Staff encourage children to develop their independence. This includes taking age appropriate and well managed risks. Staff are confident in helping children to access community facilities and have new experiences. For example, one child planned and organised a short break to Disney Land Paris with staff. As a result, children have their say and are involved in their plans and planning.

The effectiveness of leaders and managers: outstanding

The manager is a confident and passionate leader. She is highly ambitious for children and staff. A key strength of the home is the way the manager has created a committed and motivated staff team who go above and beyond. She leads by example and has set high standards and expectations for children's care. The manager is an excellent role model for staff. She models an effective, positive, inclusive and child centred culture in the home.

Teamwork is fundamental in providing children with the best possible care and support. Staff focus on children's strengths and abilities. The team celebrate all successes with children. Staff are committed to ensuring that each child has the best chances and experiences possible. They advocate for children's rights and needs. The manager and staff see themselves as a family around the child.

Staff experience an excellent level of support through regular one to one meetings and team meetings. These are reflective and mean that staff can learn lessons and adapt their own practice. Staff also benefit from further discussions in research-based practice sessions to develop their own learning and practice. They also receive daily support and guidance from the management team and each other. This cohesive approach means staff feel they have a voice in influencing the high level of care provided to children.

The committed manager strives to promote the development of the staff team. She supports them to develop and grow. Staff access a range of bespoke training essential to the individual needs of the children. Research informed practice underpins the work with children in this home. This approach provides children with nurturing care from a highly skilled, reflective, and knowledgeable team.

The monitoring by the manager is outstanding. Monitoring systems are highly effective in ensuring positive practice and any learning identified by the manager is shared, and acted upon. Children's needs are highlighted, there is reflection, thinking and then revised practices to help children. This contributes to providing consistent, positive, and child-centred care.

Partnership work with external agencies is extremely positive. During this inspection, professionals commended the manager and staff on the good communication and the good quality of care provided. A common thread in the feedback provided by stakeholders is the positive communication, the progress children make and how happy they are living at the home.

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: 1235654

Provision sub-type: Children's home

Registered provider: Horizon Care and Education Group Limited

Registered provider address: Unit 12, Venture House, Prospect Business Park,
Longford Road, Cannock, Staffordshire WS11 0LG

Responsible individual: Luke Taylor

Registered manager: Grace Glover

Inspector

Thirza Smith, social care inspector

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