

1241789

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 is privately run and provides care for up to three children who experience social and/or emotional difficulties.

The registered manager is suitably experienced and qualified.

Inspection dates: 27 and 28 March 2023

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: 22 February 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/02/2022	Full	Good
16/03/2020	Interim	Sustained effectiveness
07/01/2020	Full	Good
06/03/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The children make good progress in many aspects of their lives while living in this home. The staff develop positive relationships with children and their families. During the inspection, children informed the inspector that they like living in the home. One child said they wanted to leave the home; however, this was due to wanting to be closer to family and they would otherwise want to stay.

Staff are skilled and have a good understanding of children's individual and complex needs. A professional said, in respect of a child, 'I am really happy with the support he has received. Staff support him with his self-esteem, and risks have reduced.'

Children do not want to attend house meetings to share their wishes and feelings in a formal setting. As a result, staff regularly obtain children's views on a one-to-one basis. Positive relationships between children and staff were evident throughout the inspection. Children freely approach staff, and it is clear that staff provide children with a nurturing and caring environment.

Not all children are engaging in education. One child, who was attending school prior to their move to the home, continues to attend their education provision and is doing well. However, another child is struggling to engage with education via home tuition, and staff do not show enough curiosity to understand the child's barriers to learning. Consequently, this child's educational progress is limited.

Staff do not consistently support children to develop a wide range of hobbies and interests. This limits their experiences and opportunities to develop socially.

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

Children's risk assessments are thorough and detail all known risks and strategies to manage these. As a result, staff know how to support children and keep them safe. Staff quickly recognise any changes in children's behaviours and respond proactively to prevent incidents occurring.

Children receive help and support to manage their behaviours and feelings safely. Staff provide children with clear boundaries and routines. The consistency of care and support provided by staff helps children to feel safe.

The manager discusses safeguarding practices with staff in regular one-to-one meetings. Safeguarding matters are also discussed in team meetings. As a result, staff are fully aware of their safeguarding responsibilities, and they safeguard children effectively.

Overall, the manager follows principles of safe recruitment. However, on occasion, there are gaps in records that summarise the vetting of new staff before they start to work in the home.

Children are aware of the complaints procedure, and one child has made a formal complaint. However, the child has not received a timely written response to their complaint. This has resulted in the child feeling that their views are not prioritised and them being reluctant to share concerns about their experiences in the home in the future. This compromises the child's sense of safety.

The effectiveness of leaders and managers: good

There has been consistent, quality leadership in this home for several years. The registered manager is aspirational for children. The manager's leadership style produces a strong sense of commitment and loyalty from the staff team. Staff say that they feel supported by the manager and that they enjoy working in a positive environment. Staff say that the manager is the reason they want to work at the home and children say that she is the reason they want to stay.

The manager plans new admissions to the home effectively. She considers the needs of any new child and how compatible they would be with children already living in the home.

When children leave the home, the manager ensures that they leave with positive memories and guidance to help them successfully transition to their new placement. For example, prior to one child leaving, the manager supported the child to find the right placement and provided them with route planners to support the child to understand their route from their new home to all known professional and personal contacts. This was necessary because the child had lived in the home for three years and the staff wanted to provide reassurance to the child.

The atmosphere in the home is one of happiness and warmth. The manager is a strong advocate for children. She is not afraid to challenge other professionals in the best interests of children. The manager has challenged one child's placing authority to ensure that the child's plan considers the child's wishes and feelings.

The manager communicates effectively with external professionals. A collaborative approach to care helps to ensure that children's needs are met to a good standard.

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, 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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; help each child to understand the importance and value of education, learning, training and employment. (Regulation 8 (1) (2)(a)(ii)(iii)(iv)) This particularly relates to ensuring that all children receive support with their education and that staff understand the barriers to learning.	19 August 2023
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;	19 August 2023

participate in activities that the child enjoys and which meet and expand the child's interests and preferences; and make a positive contribution to the home and the wider community; and that each child has access to a range of activities that enable the child to pursue the child's interests and hobbies. (Regulation 9 (1) (2)(a)(i)(ii)(iii)(b))	
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(d)) This particularly relates to ensuring that Schedule 2 information is available regarding all staff.	19 August 2023

Recommendation

- The registered person should encourage children to share any concerns about their care or other matters as soon as they arise. Children must be able to take up issues or make a complaint with support and without fear that this will result in any adverse consequences. Regulation 39 sets out the requirements on the registered person to have a complaints procedure. Children must be aware of this procedure and be reminded of it as necessary. This specifically relates to ensuring that children are supported to make complaints and receive a timely response. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.13)

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: 1241789

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: Jodi Wheatstone

Inspector

Corline Parker, Social Care Inspector

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