

1249183

Registered provider: Horizon Care and Education Group Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. It provides care for up to four children who may experience social and emotional difficulties. There were four children living in the home at the time of the inspection.

The manager registered with Ofsted in March 2019.

Inspection date: 12 March 2024

Date of last inspection: 10 May 2023

Judgement at last inspection: good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Children who live here are happy and feel safe and cared for. They have positive and trusting relationships with staff, which allows them to feel comfortable sharing worries.

Staff have meaningful conversations with the children regularly. Conversations cover all elements of the children's lives, including life skills. This supports children to develop a good understanding of why people may be worried about them. It also enables children to develop and improve skills to reduce those worries.

Staff have a good understanding of children's life experiences and how these may impact on their behaviour. Reflective discussions that are facilitated by the manager after incidents strengthen staff's ability to understand children's behaviour as a form of communication. There are minimal incidents in the home, and physical intervention has only been used once. This was to keep a child safe and was proportionate to the risks.

When children's behaviours have been antisocial, staff have used consequences as a way to support the children to adapt their behaviours. Consequences generally are restorative in nature and focus on helping the child to understand the impact of their behaviour. However, the detail and context are not always captured in the record to allow the manager to have full oversight.

Children are generally in good health and have their health needs met. However, on one occasion when a child was unwell, staff followed advice given over the telephone rather than arranging for the child to be seen face-to-face. This led to a family member taking the child to hospital and receiving appropriate intervention. The manager has reflected on this incident and has implemented changes to ensure this is not repeated.

When children go missing from home, staff respond appropriately in line with children's plans. Staff follow children and contact others who may know where the child is. The manager liaises with other agencies to ensure that there is clear and up-to-date information available, to make sure that risks are understood.

Risk assessments are reviewed and updated appropriately. They contain clear strategies for staff to follow. There is an up-to-date risk assessment relating to the local area that contains relevant information gained through consultation with partner agencies. This information supports the manager to appropriately mitigate against newly identified risks.

Children have positive experiences of moving into and out of the home. When children move in, the manager ensures that staff have the skills to meet their needs. The manager and staff meet children, and children spend time in the home. This supports positive relationships being established from the offset. When children move out, they often keep in touch with staff at the home due to their positive relationships.

Staff receive reflective supervision. This considers their needs in relation to their own development as well as reflecting on the progress of the children. The manager uses supervision to address any concerns with staff's practice. However, supervision does not always take place in a timely way.

The manager has not informed Ofsted of a notifiable event. This prevents Ofsted from having oversight of concerns and the actions from the home and partner agencies.

Allegations about staff and complaints are responded to appropriately. The manager ensures that thorough investigations take place and all allegations or complaints are responded to appropriately. Relevant action is taken when needed, and the provider ensures that learning takes place. The manager appropriately shares information with partner agencies when this is required.

Safer recruitment checks take place and ensure that staff are safe to work with children. However, the records show gaps in employment and verification of references.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/05/2023	Full	Good
10/01/2023	Full	Good
16/02/2022	Full	Outstanding
28/01/2020	Full	Good

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) In particular, the manager must have effective systems to ensure that the supervision of staff takes place in a timely way, that consequences are recorded and evaluated appropriately and that safer recruitment guidelines are followed, particularly in relation to gaps in employment being explicitly explored and recorded.	3 June 2024
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there. A notification made under this regulation— must include details of— the matter; the other persons, bodies or organisations (if any) who or which have been notified; and	13 March 2024

any actions taken by the registered person as a result of the matter.
(Regulation 40 (4)(c) (5)(a)(i)(ii)(iii))

Recommendation

- The registered person should ensure that when children express that they are unwell, or have been observed to be unwell, appropriate health appointments are made. When health advice cannot be followed by children, additional advice should be sought to ensure that children receive the medical treatment that has been prescribed. ('Guide to the Children's Homes Regulations, including the quality standards', page 31, paragraph 7.11)

Children's home details

Unique reference number: 1249183

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: Oliver Scrimshaw

Registered manager: Victoria Kitchen

Inspector

Joanna Beal, Social Care Inspector

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