

1258434

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 owned by a private company. It is registered to provide care and accommodation for up to four children who have social and emotional difficulties. The home offers both medium- and long-term placements for children of either gender.

The home was first registered on 20 December 2017. The home is led by a registered manager who has a level 5 qualification in leadership and management.

Inspection dates: 5 to 6 November 2019

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 12 February 2019

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/02/2019	Interim	Sustained effectiveness
25/07/2018	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, 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 health and well-being standard is that children are helped to lead healthy lifestyles. (Regulation 10 (c)) In particular, ensure that children are provided with healthy snacks as outlined in their individual health plans.	31/01/2020
The registered person must ensure that— within 5 days of the use of a measure of control, discipline or restraint in relation to a child in the home, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(c)) In particular, ensure that the registered person or authorised person speaking to the child did not take part in the restraint.	31/01/2020
The registered person must maintain records ("case records") for each child which include the information and documents listed in Schedule 3 in relation to each child. (Regulation 36(1)(a))	31/01/2020

Recommendations

- Staff should ensure that where the placing authority or another relevant person does not provide the input and services needed to meet a child's needs during their time in the home or in preparation for leaving the home, the home must challenge them to meet the child's needs. ('Guide to the children's homes regulations including the quality standards', page 12, paragraph 2.8)

In particular, staff should challenge a child's placing authority, when necessary, to ensure that they receive all the documentation they require in relation to the child's care plans and needs.

- As set out in regulations 31-33, the registered person is responsible for maintaining good employment practice. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risk. ('Guide to the children's homes regulations including the quality standards (page 61, paragraph 13.1)

In particular, ensure that you take all reasonable steps to verify staff's reasons for leaving employment where they have worked with children or vulnerable adults.

Inspection judgements

Overall experiences and progress of children and young people: good

The home is well presented and maintained. As a result, children reside in a homely environment.

Children make positive relationships with staff who know them well. Staff encourage children, and this support helps children to make good progress. For example, during the inspection a child was performing in a school concert. This was attended by other children from the home and by staff, including a member of staff attending in their free time. Supporting and celebrating children's achievements promote children's self-esteem and confidence.

All children access full-time education. Good school attendance and engagement in lessons and learning mean that children continue to progress given their starting points.

Staff promote most aspects of children's health well. However, they do not always provide children with healthy snacks to ensure that children have a balanced diet.

Staff support children to pursue their interests and hobbies. They encourage children to undertake activities that are important to them. It is also positive that children enjoy going to some activities together, for example swimming and girl guides. Managers and staff understand the value of friendships for children and these are promoted both inside and outside of the home.

Managers and staff understand the importance of good transitions. When a child moved into the home, a clear plan was implemented to ensure that she was as prepared as she could be for moving to her new home. Another example of this good practice was when a child recently moved from the home to a foster placement. He was fully consulted in this process. The child enjoyed a leaving party, which was attended at the home by his friends. Importantly, his friendship with the children at the home is still being promoted. This clearly demonstrates that children's relationships with people who are important to them are maintained.

Children's individual needs are well supported by staff. Diversity is celebrated and encouraged. This helps children to be comfortable and confident with who they are.

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

Since the last inspection, there has been a reduction in the number of incidents when young people present challenging behaviour. Managers and staff have successfully implemented strategies and techniques to prevent potentially difficult situations from

escalating. Children benefit from being provided with clear and consistent boundaries because they know what is expected of them and learn to manage their behaviour more appropriately.

Staff undertake quality key-work sessions with children on topics identified in their care plans. Staff help children understand how to keep themselves safe when they spend time in the community and access social media. They also learn about healthy relationships. Children report that they feel safe, and they are safe.

Staff undertake training in physical restraint and only use this measure of control as a last resort to maintain children's safety. However, on occasions children do not have the opportunity to speak to someone independent of the incident to explore their feelings about what happened.

Generally, recruitment practice is well managed. However, on one occasion, managers did not take all reasonable steps to verify a member of staff's reason for leaving relevant employment that involved children. On this occasion managers did not show enough professional curiosity to ensure that all safer recruitment procedures were implemented.

Children reported that they are happy. They are able to speak to staff about any issues and feel listened to. Children know how to complain and have access to independent advocacy. This means that children can express their views, wishes and feelings, confident in the knowledge that these will be respected and acted on.

Staff understand and manage risk well. Each child has an individual therapeutic behaviour support plan, which staff follow. This promotes children's welfare.

The effectiveness of leaders and managers: good

The registered manager has a clear vision for the service. She is aware of the strengths and weaknesses of the home and where improvements need to be made. Managers and staff are clear about the progress that children are making. They are passionate about children succeeding. Importantly, children's successes are celebrated in the home.

Managers and staff maintain good working relationships with children's families and professionals. During the inspection, both families and professionals informed the inspector that they are pleased with the quality of care provided to children and that managers and staff keep them well informed.

Some children's case files do not contain all necessary information. On occasions, missing documentation has not been chased by managers or staff from the placing authority. Not having all the required documentation has the potential to compromise the ability of staff to deliver coordinated support as outlined in children's care plans.

Staff are in receipt of regular supervision. Where applicable, staff have also received an annual appraisal. This means that staff are being provided with regular opportunities to receive feedback on their practice.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: 1258434

Provision sub-type: Children's home

Registered provider: Horizon Care and Education Group Limited

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

Responsible individual: Denise Knowles

Registered manager: Cherrelle Morton

Inspector

Sarah Junor-Fitzpatrick, social care inspector

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