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1264538

Registered provider: New Horizons (NW) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is one of several homes owned by a private provider. It offers care for up to three children who may experience social and emotional difficulties and/or have learning disabilities.

Three children were living at the home at the time of the inspection. All three children and a child who has recently moved out of the home spoke to the inspector about their experiences living in the home.

The manager registered with Ofsted in December 2023.

Inspection dates: 5 and 6 March 2024

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: 8 March 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/03/2023	Full	Good
30/11/2021	Full	Good
12/11/2019	Full	Good
13/03/2019	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Children are happy. They feel loved and cherished by staff and are supported to make significant progress in all areas of their lives. Children and staff enjoy spending time together and share a great deal of laughter. This helps children to develop their confidence and self-esteem.

One child, who has recently left the home, maintains regular contact with managers and staff for support and to share their successes. The child said that staff are like family to them.

Children are supported to access education. Staff implement consistent routines to ensure that children attend education full time. One child has been supported to progress through college and is now beginning an apprenticeship. This enables children to view education positively and increases their opportunities for the future.

Staff support children's interests and encourage them to take part in new activities. Children take part in a range of activities together and individually, including charity events, biking and clubs. This helps children to have positive experiences together and develop their friendship groups outside of the home.

Children's health needs are well understood and addressed appropriately. Staff hold meaningful discussions with children about health-related topics, such as healthy eating and the risks of e-cigarettes. Staff also support children to understand the health needs of the other children living in the home. This helps children to understand their individual differences and how they can support one another.

The home is warm and homely with a large outdoor space. It is personalised to reflect children's interests, and staff strive to provide a nurturing atmosphere. However, repairs to damaged plaster work, door frames and skirting boards and replacing the carpet in one child's bedroom have not been addressed in a timely manner. This detracts from the homely feel.

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

Children's risks have significantly reduced since living in the home. Risk management plans are child-centred and provide clear guidance for staff to follow to keep children safe. However, the routine use of door alarms on bedroom doors does not reflect children's individual safeguarding risks, and the rationale for their use is not clearly recorded in children's plans. This unnecessarily limits children's privacy.

Staff receive training that is tailored to children's individual needs. Staff have undertaken training in online safety, self-harming behaviours and child criminal exploitation. Staff are also trained to support children when they feel overwhelmed.

This helps children to feel safe in their home and increases their awareness of risks in the wider environment.

Managers and staff have strong links with external professionals. The local police community support officer frequently visits the home and has a positive relationship with the children. Working closely with outside agencies ensures that important information is shared and that children are safeguarded effectively.

Managers consistently review incidents to identify any patterns or concerns. This enables managers to evaluate practice in the home. Managers ensure that any learning is identified and shared with the team.

The effectiveness of leaders and managers: good

The manager is suitably experienced and has recently registered with Ofsted. She has developed positive relationships with children and has high aspirations for their future. The manager is supported by a deputy team manager. Together, they provide clear leadership and guidance to the team.

Managers are creating a culture of positivity and staff morale is high. Staff are provided with opportunities to progress and are encouraged to do so. The manager strives to empower staff to think creatively and independently about problems. This ensures that children are living in an environment where staff speak and act positively.

Managers have introduced systems to evaluate the home's strengths and opportunities for development. They quickly identify shortfalls and take time to examine the causes and possible solutions. This ensures that the service is continually developing and that children remain at the centre of practice in the home.

Staff feel well supported. They benefit from regular supervision sessions and annual appraisals that enable them to reflect on their practice. There are also weekly team meetings where managers lead discussions on good practice, and information is communicated among the team. This ensures that staff practice is continuously evolving to better meet the needs of the children in their care.

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 registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children; the child's placing authority consents in writing to the monitoring or surveillance; so far as reasonably practicable in the light of the child's age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance; and the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24 (1)(a)(b)(c)(d)) Specifically, the registered person must ensure that door alarms on children's bedroom doors are only used as a safeguarding measure and their use is thoroughly assessed in respect of each child. Any use of door alarms must also be kept under regular review with a clear rationale for their use.	24 April 2024
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to—	24 April 2024

meet the needs of each child; and

enable each child to participate in the daily life of the home.
(Regulation 6 (1)(a)(b) (2)(c)(i)(ii))

The registered person must ensure that issues of maintenance in the home are addressed quickly. This specifically relates to ensuring that the walls, skirting boards and doors are repaired and that the carpet in one child's bedroom is replaced.

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: 1264538

Provision sub-type: Children's home

Registered provider: New Horizons (NW) Limited

Registered provider address: Units 17 and 18 Navigation Business Park,
Navigation Way, Ashton-on-Ribble, Preston PR2 2YP

Responsible individual: Natalie Waterhouse

Registered manager: Alexandra Hesketh

Inspector

Sarah Gilbert, Social Care Inspector

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