

1270802

Registered provider: New Horizons (NW) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private organisation. It provides care for up to three children with social and emotional difficulties and/or learning difficulties.

The manager registered with Ofsted in August 2022.

At the time of the inspection, three children were living at the home. Two children spoke with the inspectors about their experiences of living in the home.

Inspection dates: 3 and 4 December 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: 13 February 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/02/2024	Full	Outstanding
07/03/2023	Full	Outstanding
10/11/2021	Full	Outstanding
01/07/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The children have all lived at the home since before the last inspection, and are making exceptional and sustained progress in all areas of their lives. Children say that they are safe and loved. They are cared for by highly motivated and committed staff, who are dedicated to supporting the children to reach their full potential. The exceedingly nurturing care provided by the team creates a strong sense of security and enables the children to thrive.

The children live in a homely and loving environment. The home is full of photos of the children, staff, children's achievements and memorable times. This helps the children to develop a strong sense of belonging in the home.

Staff and children spend time together enjoying positive activities. The children have been on holiday and have raised money for charity. This helps children to have positive memories and build their confidence and social skills.

The staff adopt a therapeutic parenting approach that is integrated into all aspects of care. This promotes positive outcomes and leads to excellent progress for the children. The staff and children have developed extremely strong and trusting relationships. Staff have excellent knowledge and skills. They explore highly sensitive topics with the children, which effectively supports their overall well-being.

All children attend school or college and are making substantial progress in their education. The staff have high aspirations for the children to achieve their academic potential. The staff also create learning opportunities in the home. This support ensures that children are helped to develop the skills they need to achieve their ambitions.

Staff work closely with families. They foster a strong partnership to achieve shared goals for the children. Staff keep in touch with children's families, so they know what is happening in the child's life. The value of the children's friendships is also actively promoted. Children enjoy inviting their friends to visit them at the home. This allows children to have opportunities that are comparable to their peers' opportunities. One parent said, 'The way the team have supported my child has been amazing, and the home is wonderful.'

Direct work undertaken with the children is of consistently high quality and responsive to the children's needs. Staff use research-informed practice to ensure that children receive the best possible advice and support. Documents and records are written in ways that are child friendly, imaginative and vibrant.

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

A strong safeguarding culture underpins practice in the home. Consequently, children say that they feel safe. Children have very detailed safe care plans that are updated on a regular basis. These set out the known behaviours of the children and provide staff with the knowledge to effectively support the children.

Incidents rarely happen in the home. When they do, they are effectively managed by staff due to their excellent knowledge of the children. There are clear boundaries in place, with a focus on rewarding children for positive behaviours.

The staff actively encourage children to develop their independence skills. Staff support older children to take manageable risks, such as having driving lessons and spending time out of the home.

Staff have purposeful and meaningful conversations with children. This helps children to develop their understanding and awareness of risks and think about other people. This includes keeping safe when driving, online safety and treating people respectfully.

Children are educated on how to keep safe online. Home internet monitoring systems add a further layer of security. This helps to address potential internet risks and ensure that children are able to access technology and the internet safely. However, on one occasion, concerns regarding a child's social media use were not shared with all relevant agencies in a timely manner. This limits external oversight of safeguarding practices in the home.

Safer recruitment checks are completed for all new employees. This ensures that the staff employed by the home are safe to work with children.

The effectiveness of leaders and managers: outstanding

The manager is a caring, enthusiastic, committed and inspirational leader. She is fully involved in the children's lives and is a highly effective and strong advocate for them. The manager is held in high regard by children, their family members, the team and other professionals.

The manager is supported by an experienced and committed deputy. Together, they are an effective and highly capable management team. Their oversight and proactive approach ensure that the delivery of care is child centred, highly effective and efficient. Leaders and managers are committed to ensuring that children are provided with every opportunity to be happy and make exceptional progress in all areas of their lives.

The manager ensures that the children are heard and their wishes and feelings are acted upon. This enables children to feel listened to and involved in their care.

Team development is a priority. The staff are consistently learning and refining their skills, which ultimately results in the delivery of exceptional care for the children.

Managers ensure that staff receive regular supervision and appraisals to enable them to continue to deliver excellent care. There are regular team meetings, which focus on the children's well-being and provide excellent opportunities to reflect on practice and ongoing development.

Collaboration with multiple agencies is a notable strength in the home. Professionals speak highly of the manager and value their input in relation to the care and safety of children. One social worker said, 'The team goes above and beyond.'

The staff experience a genuine sense of appreciation for their work, contributing to excellent staff retention. This stability ensures that the children consistently receive care from familiar adults who know them well.

The manager has exemplary oversight of the home. Monitoring systems are incredibly thorough. This ensures that children receive outstanding care.

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that they work in partnership with all those who play a role in protecting and caring for the child. Specifically, information should be shared with the police and Ofsted when concerns have been identified on social media. ('Guide to the Children's Homes Regulations, including quality standards', page 11, paragraph 2.3)

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: 1270802

Provision sub-type: Children's home

Registered provider: New Horizons (NW) Limited

Registered provider address: New Horizons (NW) Limited, Unit 17-18, Navigation Business Village, Navigation Way, Ashton-on-Ribble, Preston PR2 2YP

Responsible individual: Natalie Waterhouse

Registered manager: Jessica Stansfield

Inspectors

Michelle Snape, Social Care Inspector
Zillah Brooks, Social Care Inspector

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