

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 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.

At the time of this inspection, two children were living at the home.

The post for a registered manager is vacant.

Inspection dates: 7 and 8 January 2026

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: 3 December 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/12/2024	Full	Outstanding
13/02/2024	Full	Outstanding
07/03/2023	Full	Outstanding
10/11/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children moved together from this home to a larger house in the same organisation. The staff moved with them. The move was well-planned, and the children were actively involved in the process. Since the move, two children have moved into this home and are cared for by a new staff and management team.

Children say they are happy living at the home. They have good relationships with staff, who are genuine and warm. This helps children feel safe and secure, allowing them to talk openly about any worries they may have. Staff take time getting to know children by engaging in activities together at the home and in the community.

Children's views and wishes are sought regularly, and they are actively involved in decisions about their care. Children's views are valued and respected, and their care is personalised to their individual needs. This helps children to feel engaged and empowered.

Staff encourage children to maintain relationships with people who are important to them. One child maintains links with trusted adults and childhood friends. Another child receives support to reconnect with foster carers. Staff are strong advocates for children, and, as a result, children now spend more time with loved ones. This helps promote children's sense of identity and stability.

Children are encouraged to engage in activities and hobbies, such as rollerblading, running and going to youth clubs. Engaging in these activities is building children's confidence and providing them with opportunities to make friends and learn new skills.

Staff support children to engage with education. Children attend school regularly, and learning is promoted at the home to help them develop their independence skills.

Staff have regular and meaningful conversations with children that are approached with care and warmth. The ethos at the home is positive, and children's achievements and progress are celebrated.

Leaders and managers promote research-based practice, which is used to support staff in meeting children's individual needs.

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

Incidents at the home are reducing. This demonstrates that children are starting to feel safe and secure and are building positive relationships with staff. However, staff responses to incidents are not always in line with children's plans, which has led to some incidents being prolonged or exacerbated. Leaders and managers have identified this and are taking steps to address shortfalls in staff practice.

Staff have responded promptly to incidents of bullying. Staff encourage children to engage in shared activities and interests to help promote positive relationships. This creates an environment where children share positive and meaningful experiences and say they feel safe.

Staff talk with children regularly about how to keep themselves safe, both now and in the future. This helps children develop clearer strategies to reduce risks.

Professionals and family members say they are happy with the care that children receive. They say children are happy, feel listened to, and have positive relationships with staff who support and advocate for them.

Children's health needs are met consistently. Staff support children in accessing health appointments and therapeutic services when required. A child with additional needs is helped to maintain their independence as much as possible, and staff have received additional training to support this.

Leaders and managers do not always notify Ofsted of serious incidents. This has not impacted children; however, it limits the regulator's oversight of safeguarding at the home.

The effectiveness of leaders and managers: good

The home is overseen by a manager and deputy manager who are committed to the children and lead by example. The manager has applied to register with Ofsted. The managers understand the children's needs and personalities well and talk about them with warmth. Leaders and managers are visible at the home, which helps children and staff feel supported.

The manager maintains excellent oversight of all incidents and events at the home, and she has a clear understanding of children's progress. When shortfalls in practice are identified, they are addressed proactively with staff during supervision sessions, development sessions and team meetings. This supports the continuous improvement of staff practice and ensures consistency in the care provided to children.

Supervision and team meetings take place regularly. They are of good quality, offering staff valuable opportunities to reflect on children's progress. They also provide time for staff to reflect on incidents, receive feedback about their practice and identify areas for development.

Leaders and managers ensure that training for staff is well attended and relevant to the needs of children. As a result, children are cared for by staff who have the skills and knowledge to meet their individual needs.

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

Recommendations

- The registered person should ensure that staff have the skills to respond to each child's individual behaviour, in line with the child's relevant plans. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.14)
- The registered person should notify Ofsted of all incidents they consider to be serious relating to the protection, safeguarding or welfare of a child living at the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.10)

Information about this inspection

The inspector has 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: Units 17 and 18, Navigation Business Village,
Navigation Way, Ashton-on-Ribble, Preston PR2 2YP

Responsible individual: Natalie Waterhouse

Registered manager: Post vacant

Inspector

Danielle Allen, Social Care Regulatory Inspector

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