

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 who may experience 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 in the home. They all spoke with the inspector about their experiences of living in the home.

Inspection dates: 13 and 14 February 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: 7 and 8 March 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/03/2023	Full	Outstanding
10/11/2021	Full	Outstanding
01/07/2019	Full	Good
26/02/2019	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

All three children are making exceptional and sustained progress in all areas of their lives. They are happy, settled and loved. Children receive excellent care from staff who are overwhelmingly dedicated and committed to them. The quality of relationships between staff and children is excellent.

The children live in a homely, loving and nurturing environment. Their bedrooms are personalised and considerably well furnished. The home is full of photos of the children, their achievements and memorable times. One child is helped to care for a pet rabbit that they brought with them to the home. Children have developed a strong sense of belonging in the home.

Staff have high aspirations for children to achieve in education. One child successfully obtained a college placement of their choice and is thriving in education. Another child has 100% attendance at school after not being in education before they lived in the home. Support and encouragement with education continue in the home. Children are empowered to pursue their ambitions.

Children's progress has been significantly enhanced since living at the home. A family member said, '[Name of child] is doing amazingly. He's thriving. He's accomplished so much. I've seen a massive difference in him.'

Staff go above and beyond to enable children to spend time with people who are important to them. Staff proactively build relationships with parents for the benefit of the children, including hosting family fun days. This has a significant positive impact on children's emotional well-being and happiness.

The opportunities for children to engage in charity and fundraising events are exceptional. Staff act as role models for children to be positive members of the community and to show empathy and be considerate of those who are vulnerable and in need.

Staff are innovative and creative. They use different ways to capture children's views, including having themed family nights and an app for children to use to record their thoughts and opinions.

Staff persistently challenge external services to ensure that children receive the services they need for both their physical and mental health. One child has regular input from specialist therapeutic services, and another has support with specific health issues following a recent diagnosis.

Direct work undertaken with children is consistently high quality and responsive to the children's needs. Staff use research-informed practice and strategies to ensure

that children receive the best available advice and support. Documents and records are written in ways that are child-friendly, imaginative and vibrant. This ensures that children are able to understand their plans.

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

Children are safe and protected. Their risks and vulnerabilities are exceptionally well understood. Support plans are individualised, clear and detailed. They are regularly reviewed by staff and are purposeful documents. However, the routine use of bedroom door alarms at night for some of the children does not fully consider their individual safeguarding risks, nor is it reviewed effectively. This unnecessarily limits children's privacy.

Staff are extremely responsive to children's needs. Incidents are rare, but when they do occur, staff respond to children with immense empathy and warmth. Staff are trained in a therapeutic model that is embedded in their day-to-day practice for the benefit of the children. There are clear boundaries and routines in place, with the focus on rewarding children for positive behaviours. Consequently, children are helped to regulate and understand their emotions.

Children are encouraged and supported to take age-appropriate risks to help them develop their independence skills and confidence. One older child has been supported to complete a driving test and safety training before the team purchased a moped for them.

Children do not go missing from the home. This indicates that the children feel safe and secure there.

Safer recruitment practices are in place to ensure that only adults who are safe to work with children are employed in the home.

The effectiveness of leaders and managers: outstanding

The manager is passionate and committed. She is an inspirational leader and instils a culture of curiosity and continual improvement and development. She is fully involved in the children's lives and is a highly effective and tenacious advocate for them. The manager is supported effectively by an experienced and hard-working deputy.

The manager is held in high regard by children, their family members, staff and other professionals. One staff member described her as 'fantastic' and 'very supportive and innovative'.

The team is stable, and staff turnover is low. Staff are enthusiastic and immensely proud to work in the home. Staff work positively and proactively together for the benefit of the children. This provides the children with consistency from staff who know them exceptionally well.

Staff benefit from regular, comprehensive supervision sessions and team meetings that are child-focused and reflective. Staff complete a wide variety of training to ensure that they have the skills and knowledge to meet the children's current and emerging needs.

Family members and professionals are highly complimentary about the communication they receive from staff. People who are important to the children are kept up to date about the children's progress. Records in the home are child-friendly and relevant to what matters most to each child.

The manager has meticulous oversight of the home. Monitoring systems are incredibly robust and thorough. This ensures that the children always receive outstanding care. The manager has high expectations for herself, her staff and the children.

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

Recommendation

- The registered person should ensure that any limits to children's privacy and access in the home, such as the use of bedroom door alarms, are for safeguarding purposes only. Any limits should be subject to a rigorous assessment of each child's needs and kept under regular review. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.10)

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: Unit 17 & 18 Navigation Business Park, Navigation Way, Ashton-On-Ribble, Preston PR2 2YP

Responsible individual: Natalie Waterhouse

Registered manager: Jessica Stansfield

Inspector

Zillah Brooks, Social Care Inspector

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