

2509269

Registered provider: New Horizons (NW) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider. It provides care for up to three children who may have social and emotional difficulties.

The manager registered with Ofsted in April 2024.

At the time of the inspection, there were two children living in the home. Both children spoke to the inspector about their experiences of living in the home.

Inspection dates: 17 and 18 September 2025

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: 21 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/08/2024	Full	Good
01/11/2023	Full	Good
11/10/2022	Full	Good
09/06/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children in this home have been afforded consistency and stability. Both children have lived in this home for several years. No children have moved into or out of the home since the last inspection.

Children say that they like living in this home, and they have good relationships with the registered manager and staff. This enables children to talk openly and share any worries or concerns they have with trusted adults.

Children are supported with their education, and both attend school full time. The registered manager has advocated for and supported one child to transition into full-time education after a number of years. This advocacy ensures that children are being given opportunities to achieve and succeed, and staff talk to children about their aspirations for their future.

Children's health needs are being met. Staff have worked closely with one child to address their anxieties around health appointments, and this has meant that they have received necessary treatment to improve their health and well-being.

Professionals and parents are happy with the care provided to children. One professional said that they are 'more than happy' with the care that staff provide. One parent stated that they 'can't fault them'. Staff work well with parents and professionals and keep them up to date. This ensures that there is effective multi-agency working to meet children's needs holistically.

The home features photos and belongings of the children throughout. Children are able to choose items and decorations for their bedrooms to make these comfortable and in line with their interests. However, some areas of the home require maintenance and repair. This does not ensure that children are supported to develop a sense of pride in their home.

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

Staff understand risks for children and have clear knowledge around how to manage risks. Risk management plans are updated regularly and there are clear protocols in place to keep children safe.

Staff responses to incidents are prompt. When concerns have been raised around a child's safety and well-being, staff are proactive and implement appropriate safeguarding measures.

Incidents for one child have reduced since the last inspection. Staff complete relevant work with both children to support them to understand risks and how to keep

themselves safe at home and in the community. When children have required support from external agencies, the registered manager has advocated and challenged on their behalf to ensure that they receive this.

Children say that they feel safe and settled in this home. This stability alongside positive relationships with staff allow for open and honest conversations and children feel able to talk about their lived experiences. This means that children are able to receive help to understand their life stories.

Not all leaders and managers demonstrate a clear understanding of external safeguarding processes. This was explored in a theoretical context and has not impacted children. However, the registered manager should ensure that all leaders in the home understand these processes to ensure that children are kept safe.

The effectiveness of leaders and managers: good

The registered manager is passionate and dedicated to her role and she knows the children very well. She leads with positivity and is child centred. The registered manager is visible in the home to ensure that children and staff feel supported.

Leaders and managers are reflective and open to new ways of working for the benefit of children. Staff say that they feel well supported by managers and team meetings and supervisions are regular. However, the quality of supervision is not consistent across the management team. This means that staff are not always able to reflect on their practice or the quality of care that they give to children.

The registered manager is knowledgeable and uses research to inform her understanding of children's needs and the care that they receive. This research-informed approach is not yet consistently embedded across the team, which limits the ability to fully assess its impact on children.

The registered manager has a comprehensive oversight over all incidents and events in the home and is evaluative and child focused in her response. Robust monitoring and reviewing systems are in place, which are used to drive positive performance and ensure that children are being cared for effectively.

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(f)) Specifically, the registered person must ensure that all leaders and managers have the skills to provide good-quality supervision for staff which allows them to reflect on their practice and the needs of children assigned to their care.	14 November 2025

Recommendations

- The registered person should ensure that all adults working in the home understand what they would need to do if they found other staff misusing or abusing their position to the detriment of the safety of a child. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.14)
- The registered person should ensure that children live in a well-maintained and welcoming environment with a homely feel. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 2509269

Provision sub-type: Children's home

Registered provider: New Horizons (NW) Limited

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

Responsible individual: Natalie Waterhouse

Registered manager: Lujain Ammar

Inspector

Danielle Allen, Social Care Regulatory Inspector

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