

2567789

Registered provider: New Horizons NW Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is managed by a private provider. It offers care for up to 2 children who may experience social and emotional difficulties and/or have learning disabilities.

At the time of this inspection, 2 children were living at the home.

The manager registered with Ofsted in July 2023.

Inspection dates: 28 and 29 January 2026

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: 18 December 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/12/2024	Full	Outstanding
19/09/2023	Full	Good
12/07/2022	Full	Good
04/08/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children experience warm and nurturing care that enables them to make sustained and meaningful progress across all areas of their lives. Children say they feel safe and settled, and they are proud of where they live. The home is a calm and child-centred environment, where children feel understood, supported and valued.

Staff know the children exceptionally well and respond to their needs with thoughtful insight. One child has made significant progress in managing their emotions, resilience and social understanding. Their transition to high school was handled with great care, involving detailed preparation, direct work and proactive partnership with school staff. The manager facilitated a session with school staff and the child to overcome difficulties in school following an incident. This strengthened the child's confidence and ability to cope with challenges. One headteacher described the home as 'brilliant', stating that it is very clear that the child is happy, well cared for and making progress.

Another child has also made notable progress during their time at the home. Their transition to college was well supported, and they have formed positive friendships and engaged consistently in education. Staff planned and supported the child on trips to college, which has meant that they were able to develop their confidence to undertake the trips independently and build natural friendships on the journey.

Children enjoy a wide range of experiences that reflect their interests and developmental needs. One child has made notable progress in forming new friendships in the local community. Both children benefit from creative activities, outings, holidays and opportunities that nurture their confidence, identities and social skills. A significant milestone was one child having their first sleepover with a friend, demonstrating the positive progress they are making at the home. This allowed them to participate in the same experiences as their peers.

Memory books capture children's achievements and provide a positive narrative of their lives at the home. Staff also upload details to children's electronic life-story books so that their time at the home forms part of their care record. Staff show persistence, warmth and curiosity when understanding behaviours and supporting children through challenges. The care is thoughtful, trauma-informed and tailored to each child's needs.

Children enjoy positive experiences with family members. Staff prepare children well to spend time with their family, and they meet with them afterwards to discuss the visit. This ensures that the child's views are considered and respected. Arrangements are managed with flexibility and care, even when they are complex. The parent of one child said, '[Name of child] is doing brilliant and is like a different child.'

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

Safeguarding practice is exceptionally strong. Staff demonstrate high levels of professional curiosity, emotional intelligence and reflective practice when responding to actual or emerging risks. Staff understand each child's vulnerabilities, and risk assessments are used effectively in daily practice.

Incidents of children going missing from the home are rare. However, when this occurs, staff's responses are robust and well coordinated. Staff search for children, maintain contact, escalate concerns appropriately and provide strong emotional support when they return home. Follow-up work is thoughtful and child centred, which helps children reflect on decision-making and safety.

Physical intervention is used only when necessary, and the associated records are detailed and reflective. Debriefs provide children with opportunities to understand their emotions and explore alternative strategies. For one child, these conversations are tailored to their specific learning needs. The commitment and creativity shown by staff in this work are evident and represent an exemplary level of resourceful, imaginative support that enables the child to engage meaningfully and make substantial progress in this area.

Staff provide structured, accessible and highly purposeful sessions that explore children's needs, such as emotional regulation, friendships, boundaries and online safety. These wide-ranging conversations enable children to acquire considerable insight into their behaviours and develop effective strategies to keep themselves safe. Staff consistently link incentives to positive behaviour, which helps children stay motivated and recognise their progress.

One child has recently started to participate in their own multi-agency meetings for the first time, which is a highly positive and encouraging development. Staff have supported the child with patience and consistency, helping them feel confident enough to express their views and contribute to discussions about their care.

Multi-agency relationships are exceptionally strong and highly valued by professionals. Staff work closely with schools, healthcare professionals, social workers and psychologists to ensure that information flows consistently and accurately. One social worker said, 'I appreciate the support; they have gone that extra mile.' This cohesive approach means that planning around risks is comprehensive and robust, enabling children to receive support that is well coordinated and responsive to their needs.

The effectiveness of leaders and managers: outstanding

Leadership in the home is strong, consistent and child focused. The manager is committed to providing high-quality care and knows the children well. He is visible in the home and approachable, and he provides clear direction to the staff team. His steady leadership contributes to the stability that children experience, and his forward-thinking approach creates a calm environment where children's progress remains a clear priority.

The staff team is skilled, reflective and motivated. Supervision is regular and meaningful, which enables staff to explore their practice and consider children's progress. Training is relevant and aligned with the needs of the children, and staff speak positively about the support they receive. Staff describe the manager as 'accessible', 'encouraging' and 'invested' in their development, which has contributed to a motivated team culture.

Communication is strong, and staff work collaboratively with schools, healthcare services and social workers to ensure that children's needs are understood and met. Professionals consistently report that staff advocate well and provide clear and balanced information, reflecting the team's professionalism and commitment.

Research-informed practice is evident in daily routines, team discussions and direct work. Staff use theories confidently to help children understand their emotions and behaviours, contributing to the excellent progress they make. This reflective approach is a notable strength of the home, as research is deeply embedded in all plans and work carried out with children.

The manager clearly understands the home's strengths and areas for development. When improvements are necessary, he responds appropriately and uses feedback from the independent person to strengthen practice. Staff feel valued, morale is high, and there is a learning culture where consistency in practice and ambition for children are clear.

No recommendations or requirements were raised during this inspection.

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: 2567789

Provision sub-type: Children's home

Registered provider: New Horizons NW Ltd

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

Responsible individual: Natalie Waterhouse

Registered manager: Rowan Martin

Inspectors

Colin Jones, Social Care Inspector
Michelle McGrath, Social Care Inspector

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