

2572133

Registered provider: Horizon Care and Education Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It is registered to provide care for up to four children with social and emotional difficulties.

The manager registered with Ofsted in February 2024 and has the relevant experience and qualification suitable to the role.

Inspection dates: 23 and 24 September 2025

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 5 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/11/2024	Full	Good
08/08/2023	Full	Good
09/11/2022	Full	Requires improvement to be good
11/08/2021	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, four children were living in the home. Staff encourage children to live together harmoniously by facilitating group activities and supporting them to sit together for dinner each evening.

Three children have moved out of the home since the last inspection. Two of these transitions were in accordance with their care plans. These children made measurable progress and were supported to develop independence skills that prepared them for living alone. One child's placement ended because staff were unable to meet their needs, despite a prolonged period of trying different strategies. The manager sought consultation with the organisation's therapist to reflect on this experience and identify learning to improve future practice. Staff were offered support during this time. When children leave the home, they are given diaries containing daily messages from staff to help them remember notable moments and support their life-story work.

All four children are enrolled in formal education. Their tailored timetables are maintained, and staff are proactive in encouraging engagement. Staff reassurance has helped children settle into new provisions and make recognisable progress. Staff use praise and rewards to celebrate achievements, which encourages children to talk positively about their school day and take pride in their progress. This contributes to increased self-esteem.

Staff ensure that children's emotional and physical needs are met. When children feel anxious about medical appointments, staff use creative approaches to help them feel comfortable attending. Advice from professionals is followed up in a timely manner to support children's well-being and promote healthy lifestyles.

Staff are committed to helping children experience memorable moments and pursue their interests. Activities include horse riding, fishing and attending concerts featuring their favourite artists. Children also enjoy holidays, and staff support them to join family trips where possible.

The manager and staff build positive relationships with people who are important to the children. They facilitate sleepovers with friends and welcome family members into the home. Their flexible approach allows for increased time with family when needed and in line with the children's wishes. This helps children maintain their identity and familial relationships.

The home environment is tired and worn in some areas, which affects the overall warmth and welcoming feel of the space. Despite this, there is a jovial atmosphere, characterised by group interactions and conversations. Bedrooms are personalised and furnished according to the children's chosen themes and preferences. Photographs of the

children are displayed throughout the home, creating a sense of belonging and helping them feel that this is their home.

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

The manager and staff demonstrate a clear understanding of the risks associated with the children in their care. They have identified safeguarding measures that are applied consistently to protect children. Risk management plans are reviewed regularly to ensure staff responses remain effective. All children told the inspector that they feel safe living in the home.

Staff respond to missing-from-home incidents in line with agreed protocols. They make proactive efforts to search named areas so that children can be returned safely and without delay. On return, children are welcomed warmly and with affection, helping them feel valued. Staff work with external agencies to facilitate return home interviews, and relevant support plans are updated with new information. This ensures that staff guidance remains current and responsive to the children's presenting needs.

Physical intervention is used only as a last resort. Incident records show that staff often use playfulness and humour to de-escalate situations effectively. As a result, physical intervention is rarely required. Staff demonstrate empathy and curiosity when supporting children affected by self-injurious behaviours. These situations are managed in line with individual safety plans, which include the prompt removal of items that could cause further harm.

Systems for safer recruitment are not consistently effective. Checks for agency staff are not always completed prior to them working in the home. These shortfalls have been acknowledged by the manager, who has developed a plan to implement a more reliable and robust process.

The effectiveness of leaders and managers: good

The manager is suitably qualified and experienced. They demonstrate a child-focused approach and consistently consider the needs and views of children in all aspects of their work. This embeds a strong child-centred culture within the home. The manager's commitment contributes to an environment characterised by joy and warmth, where children are supported to make positive memories. Their personable and vibrant manner is well liked by the children, who regularly seek them out. This contributes to children feeling cared for and emotionally secure.

Staff receive regular supervision, which provides a reflective space to discuss both the children's needs and their own personal circumstances. This enables additional and varied support to be offered where needed. The manager regularly models child-focused practice and leads by example. Team meetings are interactive and include reflective activities facilitated by the clinical lead. These sessions provide an insightful forum that encourages staff development and promotes improved outcomes for children.

Although the manager has systems in place to support regular review, these are not always effective due to elements of disorganisation. As a result, there have been delays in management oversight of some incidents, which risks issues not being addressed or acted on promptly.

Staff speak highly of the manager, describing them as knowledgeable, approachable and consistently available. They feel genuinely supported and valued. Feedback from external agencies is unanimously positive, highlighting the impact of the manager's and staff's practice on the children's progress.

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

Statutory requirement

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 registered person must maintain records ("case records") for each child which— are kept up to date; and are signed and dated by the author of each entry. Case records must be kept— securely in the children's home during the period when the child to whom the case records relate is accommodated there. (Regulation 36 (1) (b)(c) (2)(d)) This specifically relates to the registered person ensuring that there is management oversight, without delay, of all incident reports, and ensuring that updated records that are being added to children's files are not being kept within the manager's emails.	31 October 2025

Recommendations

- The registered person should ensure that the home is a nurturing and supportive environment that meets the needs of their children. It will, in most cases, be a homely, domestic environment. Children's homes must comply with relevant health and safety legislations (alarms, food hygiene etc.); however, in doing so, homes should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person is responsible for maintaining good employment practice. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

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: 2572133

Provision sub-type: Children's home

Registered provider: Horizon Care and Education Group Limited

Registered provider address: C/O DWF Company Secretarial Services Limited, 1 Scott Place 2 Hardman Street, Manchester M3 3AA

Responsible individual:

Registered manager: Amy Collier

Inspector

Latoya Morgan, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked-after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025