

2573144

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 large private provider. It provides care for up to two children who experience complex emotional difficulties. There was one child living at the home at the time of the inspection.

The manager has been registered with Ofsted since May 2020.

Inspection dates: 1 and 2 February 2023

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 **outstanding**

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

Date of last inspection: 6 January 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, two children have moved into the home and two children have left the home. At the time of this inspection, one child was living at the home. The child benefits from trusting relationships with the staff.

The registered manager has not always been provided with sufficient referral information to help inform decisions and children moved have into the home whose needs could not be safely met. This means that children have left the home earlier than expected, which hinders their stability and progress. The manager has learned from this experience and ensures that she has all the relevant information to consider about children before they move into the home. She uses her knowledge of the children living in the home, as well as the skills and experience of the staff, to assess how well they will be able to meet children's needs.

Staff support children with their health and well-being. The manager and staff work closely with clinicians to understand children's emotional needs. The registered manager seeks specialist support when required and the care provided is informed by strong research-based practice to meet the specific needs of the children.

The staff have high aspirations for the children. They prioritise children's education and are relentless in supporting children who have disengaged with school or have been out of education. When children experience barriers to learning, staff advocate for them. As a result, children access education provisions specific to their individual needs, continue to learn and achieve good results in their GCSE exams. One child secured a place at university, where he is pursuing his academic aspirations.

The staff work hard to promote positive relationships with family and friends who are important to children. They have a good understanding of family dynamics, which enables them to support children's relationships in line with their wishes and in accordance with the local authority's care plans. The staff ensure that children can spend quality time with their loved ones and maintain long-standing friendships even when they are living some distance away.

Staff have encouraged a child to expand his social network locally by introducing him to a gym and martial arts club. He regularly attends and has made new friends. This promotes equality of opportunity and reduces social exclusion and isolation.

Staff help children to develop their independence skills by teaching them to carry out daily chores, such as laundry, cooking and keeping their bedrooms clean and tidy. They also learn to budget, shop and travel independently. This instils confidence in children and prepares them for adulthood.

The home is warm and welcoming. Improvements are required in the upkeep of the decoration to ensure that children are living in a high-quality environment.

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

Risk management plans for children are detailed and contain clear actions and guidance. They are regularly reviewed and updated. Staff are familiar with the plans and follow them consistently.

Children are supported to understand their emotions, and staff know what works well for children when they are distressed. One child has spoken to staff about sensitive issues concerning their health and relationship. As a result, staff helped the child to access suitable healthcare. Staff safely support the child's relationship, which has significantly reduced the risk of missing-from-care episodes.

The skilled staff team supports children to become safer. Quality key-work sessions help children to recognise unsafe behaviour and learn to make safer choices. When incidents have occurred and children's behaviour has become challenging, staff use their relationship with, and knowledge of, the children to defuse the situation.

The manager is clear about her expectations of staff and the standard of care they provide. When required, she carries out investigations into complaints raised and ensures that actions resulting from these are clear and embedded in practice.

The effectiveness of leaders and managers: outstanding

The manager is a dedicated, highly motivated, child-focused practitioner and inspiring leader. The manager spends time with children and staff and models best practice. The manager has high aspirations for children and is a strong advocate for them.

Excellent relationships have been established with external professionals who influence decision-making. For example, when a child was moving out of the home, the manager advocated for the child to obtain suitable accommodation in their preferred location to enable them to have easy transport links to university.

Additionally, the manager has challenged the poor decisions of external professionals which have compromised the safety of children. The manager has escalated concerns to achieve positive outcomes for children.

The staff describe the manager as being 'fantastic' and 'a great leader and manager with an open door for the children and staff'. Staff retention is excellent, and agency staff are rarely used. This has resulted in consistent care which has enabled children to form trusting relationships with staff who know them exceptionally well.

The manager's skills and experience enable highly effective management of staff and ensure that exceptional care is provided for children. The staff feel supported and valued by the manager, which is a contributing factor to retaining a stable staff team.

Outstanding leadership and management ensure that the staff team receives excellent training opportunities. Specialist in-house clinicians provide specialist training to staff, attend staff meetings and provide reflective learning spaces, which strengthens staff development and helps them to reflect on their practice.

The committed and motivated staff team receives regular reflective supervision. All staff hold level 3 diplomas and access training opportunities to meet the diverse needs of the children. High-quality training has resulted in the staff having the skills and knowledge base to provide individualised, informed care.

The manager has incorporated relevant research into staff practice. One example of this relates to the emotional well-being of children. With support from the in-house clinicians, research was simplified and shared with the staff. Staff then shared this with the child, to help improve their understanding of their own emotional health.

The registered manager has excellent knowledge of the children's starting points and what they have accomplished since living at the home. Management oversight and monitoring processes are highly effective. One member of staff said, 'The registered manager is available to discuss incidents involving children. This allows time to reflect and discuss what can be done differently.' As a result, the registered manager has a good insight into the home's strengths and areas for development.

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

Recommendation

- The registered person should ensure that staff provide a nurturing environment that is welcoming. This specifically relates to ensuring a high quality of maintenance and decoration in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.7)

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: 2573144

Provision sub-type: Children's home

Registered provider: Horizon Care and Education Group Limited

Registered provider address: Unit 12, Venture House, Prospect Business Park,
Longford Road, Cannock, Staffordshire WS11 0LG

Responsible individual: Rebecca Grimshaw

Registered manager: Kate Whitehouse

Inspectors

Glenis Staiger-Grant, Social Care Inspector
Jodie Lewis, 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 <http://reports.ofsted.gov.uk/>.

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 2023