

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 registered manager has recently left the company and the position is currently vacant.

Inspection dates: 15 and 16 November 2023

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 1 February 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/02/2023	Full	Good
06/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child has left the home and one child has moved in. At the time of the inspection, there was one child living at the home. Moves in and out of the home are well planned, which helps children to have positive transitions.

Children have positive relationships with staff, even when their complex emotional needs mean that engagement can be difficult. One child discussed feeling safe and said they know who to talk to if they have any worries. They felt confident that they would be listened to and supported.

The home is warm and welcoming. Children are encouraged to choose how their bedrooms are decorated. When children struggle to maintain clean and tidy bedrooms, they are supported by staff to understand why that is important, while also respecting the child's views.

Children's health needs are supported. Staff ensure that they attend all routine appointments and also seek medical advice when needed. Referrals are made to specialist organisations to help children get the support that they need.

Children do not always attend education. Staff work with relevant professionals to secure local school places and welcome tutors into the home to work with children while they are out of school. However, the home does not provide enough structure when children are not attending school and there is a lack of informal learning to complement tutoring sessions. This means that children are missing out on valuable opportunities to learn informally.

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

Children are supported to understand their behaviour and to act in a socially acceptable manner. Positive behaviour is promoted using rewards and incentives rather than consequences.

Children are supported to reflect on their emotions through individual discussions, and staff support them to engage in therapy sessions. Children are helped to develop strategies to manage difficult feelings. One child uses a 'self-soothe box', with items that help them to calm. The home benefits from access to a clinician who is available to support staff to meet children's complex emotional needs.

Staff have positive relationships with the police and are proactive in seeking support. On one occasion, police visited the home to discuss online safety with a child to help them understand the risks and learn how to keep themselves safe.

Managers are quick to act when staff practice falls below the expected standard. Thorough investigations are completed, and the necessary disciplinary action is taken to ensure that children always receive a good level of care.

Staff recruitment is generally safe; however, the provider does not always ensure that the necessary checks have been completed satisfactorily before agency staff work in the home. This means that managers cannot be confident of the suitability of agency staff.

Staff show a good understanding of risk; however, risk assessments are not always updated with new behaviours or strategies to manage them. On one occasion, a child's risk assessment was not updated after they accessed inappropriate material on their phone, even though additional safety measures had been implemented. Recording of risk assessments needs to be improved to ensure that staff are always aware of current risks and how to manage them.

The effectiveness of leaders and managers: requires improvement to be good

The registered manager has recently left the organisation and the post is currently vacant. The home is currently being overseen by the manager of another home while the company recruits a new manager.

Staff work well with children's placing local authorities. When children are unsettled, staff are proactive in requesting stability meetings to consider ways to support the child to remain in the home. This demonstrates the home's commitment to the children living there.

Staff complete a range of training, which includes training specifically linked to individual children's needs. When new needs are identified, the manager is quick to source new training so that staff have the skills and knowledge to meet those needs.

Monitoring systems in the home are in place but are not always effective. Manager audits are not always completed in line with the organisation's own processes. As a result of audits not being completed regularly, opportunities to identify shortfalls have been missed. Shortfalls include significant incidents not always being notified to Ofsted quickly enough, care planning documents that are missing and documents being difficult to access due to changes in computer systems.

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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) In particular, the manager must ensure that audits are completed in line with company timescales. They must also ensure that serious incidents are notified within appropriate timescales. In addition, they must ensure that documents relating to children's care are easily accessible and available for review.	28 December 2023
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that—	28 December 2023

full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (3)(d)) This specifically relates to recruitment checks for agency staff.	
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date. (Regulation 36 (1)(a)(b)) In particular, the manager must ensure that all children's documents are on file and up to date, and that risk assessments are kept up to date, with new behaviours and strategies to manage them.	28 December 2023
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— promote opportunities for each child to learn informally. (Regulation 8 (1) (2)(v)) In particular, the manager must ensure that staff provide structure for children who are out of education by engaging them in informal learning opportunities when they are not at school.	28 December 2023

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: Emma Carrington

Registered manager: Post vacant

Inspector

Vicky Smith, Social Care Inspector

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Piccadilly Gate
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