

2586943

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 privately owned and registered to provide care for up to 4 children with social and emotional difficulties.

The manager has been registered with Ofsted since January 2026 and is suitably qualified.

At the time of this inspection, 3 children were living at the home. The inspectors spoke to, and spent time with, one of the children.

Inspection dates: 17 and 18 June 2026

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

Date of last inspection: 12 August 2025

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/08/2025	Full	Requires improvement to be good
06/12/2023	Full	Good
22/03/2023	Full	Good
16/06/2021	Full	Good

Summary of findings

The registered manager has championed significant changes in the approach that staff take when supporting children. Practice is no longer consequence led but instead uses incentives and therapeutic relationships to help children reach their potential. Children make progress from their starting points, particularly in education and the development of independence skills.

Inspection judgements

Overall experiences and progress of children and young people: good

The interior of the home has undergone a significant upgrade. All rooms have fresh paint and new decorative features. New furniture and carpets have been purchased, with children's views informing what has been bought. This increases their sense of belonging and ownership in their home.

Children make progress from their starting points. Staff use therapeutic strategies in response to the needs of the children. As part of this, they also maintain boundaries. This means that children receive predictable responses from those caring for them. The registered manager, alongside the home's therapist, has championed improvements in this area.

Education is an area of focus in the home. When one child's needs were not met in their school, the registered manager was instrumental in advocating for a change. This move has seen the child flourish. One parent said, 'He [the manager] really pushed for it and got something that we had been trying to do for years.'

Staff think carefully about moves out of the home for children, centred on the child's emotional wellbeing. They seek to ensure positive endings, and support the child getting to know their new home. In an upcoming move for a child, a staff member has put together thoughtful leaving gifts. Alongside this, they have made a memory book, including pictures and messages from staff. This supports that child's understanding of their time in the home.

Opportunities for children to build their independence skills are consistent. Staff recognise that it is important for children to have chances to develop age-appropriate self-care skills, while high levels of support remain in place. One child has made huge progress in this area and is now in a position where they are travelling, cooking and budgeting independently.

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

Incidents are well managed in the home. Staff help children to calm down when they are upset, using playfulness, acceptance, curiosity and empathy, which have been effective on many occasions. Where there has been a risk of harm to children, staff use physical

intervention for as short a time as possible. Debriefs occur with the child and someone who was not involved in the incident, and they are reminded of their right to complain. Key-work sessions follow, which explore the reasons for the hold being used. This supports children's understanding of the care they receive.

Staff understand whistleblowing processes. When concerns are highlighted about staff practice, managers and staff take prompt action to ensure that children are safeguarded. Staff understand and follow safeguarding processes. Managers take prompt action to address concerns and ensure that learning is taken from these to improve future practice. Children are aware of the complaints process. One child said, 'I can speak to staff, or fill in the form.' When children make a complaint, the manager completes an investigation, with a response provided promptly within organisational timescales. This means that children receive clear responses to the concerns they raise.

Missing-from-care protocols are thorough, with clear direction to staff. When children are missing, staff are proactive, searching the local area and contacting known people to try and find them. When appropriate, police receive regular updates to support their efforts. On one occasion, where a return home interview was not offered by the local authority, the manager arranged for another professional to attend the home to provide this. This recognised the importance of children having the opportunity to share what led to them go missing, with someone independent.

Children are safeguarded when online. Staff use monitoring software that is bespoke to each child, allowing a tailored approach. Educational work is also provided, which has led to a significant reduction of risk in this area for one child. The registered manager ensures that restrictions in place are reviewed regularly and that children's progress is recognised. As a result, children make progress in understanding how to be safe online.

The effectiveness of leaders and managers: outstanding

The registered manager is aspirational for the children and team in the home. He has championed a culture of high support alongside high expectations, ensuring progression in practice. He has brought the team along on this journey of improvement, and staff and children feel the benefit of his experience and leadership.

Staff say that the registered manager's commitment has created a positive culture throughout the home. One staff member said, '[The registered manager] works tirelessly to ensure that both young people and staff feel supported, respected and appreciated.' Staff feel valued in their roles and confident to develop their own practice.

The registered manager is present in the home and has an exceptional knowledge of the children. He has fostered positive relationships with each of them and is able to hold challenging conversations. When the home was experiencing a period of instability, the manager led by example, modelling best practice to the team. This meant that staff were able to confidently meet the needs of children.

Staff receive consistent supervision, used as a space to reflect on their needs and those of the children. It is also used as an opportunity for staff to give constructive feedback to the registered manager, as he continues to strive to make improvements. Senior staff have undertaken training and gained confidence in holding supervision themselves.

Oversight of home is exemplary. The registered manager has systems in place to ensure the highest standard of support and recording, with a focus on developing the practice of writing to the child. This ensures that documentation has a child focus and has moved away from punitive practices. As a result, records for the children are compassionate and reflective.

Staff have positive working relationships with multi-agency professionals. One professional said, 'Communication is open and consistent, and there is a clear willingness to work in partnership to support the young person's outcomes.' Where services have not provided information in a prompt way, escalation occurs. The registered manager takes their role in advocating for the children seriously. This means that children's views are championed.

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: 2586943

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: Amy Ellson

Registered manager: Steven Atkinson

Inspectors

Fran Dallow, Social Care Inspector
Julia Thompson, Social Care Inspector

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