

2586949

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. It is registered to provide care for up to three children with social and emotional needs and/or learning disabilities.

Three children were living in the home at the time of the inspection. Two of the three children were seen, but the third was absent during the inspection.

The registered manager post has been vacant since November 2024. There has been a new manager in post since February 2025 who plans to register with Ofsted.

Inspection dates: 11 and 12 June 2025

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: 19 March 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
19/03/2025	Full	Requires improvement to be good
13/02/2024	Full	Good
15/11/2022	Full	Good
23/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have benefited from more consistent staffing in recent months. However, the continued reliance on agency staff remains a concern, with one child expressing discomfort and describing agency workers as 'not proper staff' due to the difficulty in forming stable, trusting relationships.

Children have expressed confidence in the new manager, noting improvements in the home's stability. One child said that the manager 'has changed a lot in the home' and goes above and beyond to meet their needs. The manager also supported a child in opening a bank account, promoting their sense of maturity and independence.

Staff actively encourage children to engage in extra-curricular activities and hobbies. While some children prefer independent pursuits, they are aware of the opportunities available to explore new experiences. One child particularly values time spent with staff and frequently shares these positive experiences with school representatives.

Children attend education, with one child making notable academic progress by sitting GCSEs after a prolonged absence from school. This was achieved through effective staff support and securing a suitable educational placement, reflecting strong advocacy for the child's needs.

Each child has their own memory box. Staff encourage the use of these to help children recall their experiences and to highlight the importance of their time in the home. One box included images, necklaces and tickets from shows for one child, creating importance and a feeling of being valued.

Children feel heard through regular monthly meetings with staff, where they are encouraged to share their experiences. An open and supportive ethos within the home further enables children to seek help and express their views at any time, providing an environment shaped around their individual needs.

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

Children report feeling safe in the home. Staff show a clear understanding of individual risks and respond appropriately, ensuring effective safeguarding. Additionally, the manager has introduced a revised recruitment process for agency staff, enhancing the quality of care and promoting safer outcomes for children.

Staff work effectively with external agencies in response to safeguarding incidents, providing training and signposting additional support to enhance children's safety. This multi-agency approach has contributed to a reduction in recurring incidents within the home.

When children are missing from the home, staff follow individual missing-from-home plans, maintain contact with children, and coordinate with families and safeguarding professionals to ensure swift, effective responses. Children are welcomed back and feel that staff care about them.

Complaints and allegations raised by children are taken seriously, with appropriate notifications made to relevant professionals. Children are kept informed of progress and outcomes, which reinforces their sense of being valued and safe.

Children experience clear and consistent boundaries, embedded within daily routines, which provides a structured environment that promotes emotional well-being and a strong sense of security. These routines help children understand expectations, build trust in their carers, and develop the stability necessary for personal growth and resilience. This is particularly important for one child, who has struggled to experience stability before moving to the home.

Regular key-work sessions address a wide range of topics and are clearly shaped by the child's voice. These sessions are flexible and responsive to individual needs and emerging concerns, providing opportunities for children to express themselves and develop a better understanding of risks associated with unsafe behaviours.

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

Mandatory and core training, including health and safety, is monitored and largely up to date. Outstanding training remains within renewal timescales. Where specific needs are identified, external providers are commissioned to enhance staff knowledge and ensure children's safety.

Supervision sessions are held regularly and are valued by staff. While the depth of discussion varies, sessions address a broad range of topics and reflect on children's needs and progress. Action plans would benefit from being measurable to ensure development.

Monthly team meetings have improved, offering staff opportunities to reflect on practice and engage with external professionals for skill development. The manager uses these forums to reinforce expectations and drive improvements in care quality for children.

Professional agencies and staff consistently highlight communication as a strength of the home, contributing to effective leadership and improved outcomes for children.

The manager has put in place action plans in response to the previous inspection, with clear evidence of progress. Given the brief time frame, the home's proactive and realistic approach reflects a strong commitment to delivering quality care.

Staff describe the new manager as experienced and caring, with positive relationships established across the team and with children. External agencies have also noted improvements since her appointment.

Staffing remains a challenge. Staff turnover and difficulties in relationship-building have increased reliance on agency staff. Active recruitment is under way, with three new staff currently onboarding. Staff are recruited safely, with all necessary checks completed. Long-standing staff provide updated Disclosure and Barring Service certificates and renew personal documentation, such as driving licences and passports, as required.

Staff report feeling supported in their roles and enjoy working in the home. They have welcomed the new manager, recognising her commitment to both their well-being and that of the children.

Staff ensure that required documentation for children is obtained; however, inconsistent storage on electronic systems can lead to confusion and oversight in care planning.

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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 1(a)(b) (2)(a)(d)(e)(h)) In particular, the registered person must ensure that there are sufficient staffing levels in the home to meet the needs of all children.	30 Aug 2025

Recommendation

- The registered person should ensure that records may be kept electronically (regulation 38) provided that this information can be easily accessed by anyone with a legitimate need to view it and, if required, be reproduced in a legible form. Electronic

records should be held at the individual home in accordance with data protection principles. This should include updates to existing records. ('Guide to Children's Homes Regulations, including the quality standards,' page 61, paragraph 14.2)

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: 2586949

Provision sub-type: Children's home

Registered provider: Horizon Care and Education Group Limited

Registered provider address: 17 Wolverhampton Road, Cannock, Staffordshire WS11 1AP

Responsible individual: Gemma Waddington

Registered manager: Post vacant

Inspector

Paul McKay-Smith, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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