

2586949

Horizon Care and Education Group Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home is registered to provide accommodation for up to three children who may have emotional and behavioural difficulties or learning disabilities.

At the time of the monitoring visit, a new manager had been appointed. She will apply to be registered with Ofsted when she starts her position at the home.

Inspection date: 26 August 2020

This monitoring visit

The home was issued with a compliance notice at a monitoring visit on 15 July 2020, in relation to regulation 13, the leadership and management standard. The monitoring visit demonstrated poor leadership and management practice that compromised the experiences and progress of children accommodated in the home. On 26 August 2020, Ofsted conducted a further monitoring visit, to assess the progress made by management in meeting the compliance notice. At this visit, the inspectors found that sufficient action had been taken to meet the steps in the compliance notice.

A new manager has been recruited and is due to start their role in September 2020. There is a thorough transition planned to support the manager to sustain the continued improvements in the leadership and management of the home.

Since the last visit, two of the young people have moved out of the home with planned transitions to an independent placement and an internal move to another home closer to the young person's family. There is currently one young person living at the home, and there is evidence to demonstrate that this young person has made good progress. The young person told inspectors that they have positive relationships with staff and that staff set consistent boundaries to enable the young person to understand the rules in place for them. They said that they are happier

and feel well cared for. A social worker said that they have seen evidence that the home is heading in the right direction by implementing structure and improving outcomes for young people, and, because of this, they are happy for Parklands to remain the young person's home.

There are clear routines in place for young people and staff to follow. Positive changes have been made to daily routines, nutrition and healthy lifestyles for young people. As a result, young people are spending more time with staff completing social activities, engaging in physical exercise and eating a more balanced diet. A young person told inspectors that they know what time they can play on their play station and what their bedtime routine is.

Management has implemented clear direction and expectations through regular staff supervisions, team meetings and handovers. Staff have been set individual development targets and have undertaken further learning specific to their training needs. Staff have a good understanding of when they may be required to use the whistleblowing policy. A clinical psychologist meets regularly with the staff team to devise strategies to support young people who may be struggling to regulate their emotions. These changes have had a positive impact on the consistency of team practice, their understanding of boundaries and staff morale.

Reflective practice is frequently used in day-to-day practice and has contributed to lessons learned and the reduction of incidents in the home. Furthermore, there has been no use of the police to manage young people's behaviours since the last monitoring visit. Behaviour contracts are in place to help young people make better choices and set clear consequences for negative behaviour. For example, a young person demonstrated that they know what is expected of them, they understand consequences and this has deterred them from causing further damage around the home.

Staff require further development in relation to record-keeping, and this is a shortfall that management is closely monitoring. Staff's recording skills are being developed through the completion of incident packs. These packs reflect the level of detailed recording required, the need for good communication with external agencies and the necessity for follow-up direct work and debriefs with young people and staff. There is good management oversight of these records and, because of this, the quality of record-keeping in the home has improved.

The monitoring of the home and direction of the staff team is more robust. Quality assurance audits have been undertaken, which help identify shortfalls and underpin ongoing improvement work. The acting manager is also compiling monthly audits and maintaining regular oversight of young people's records. A workforce development plan identifies clear targets to improve the home's outcomes. Placement plans and risk assessments are up to date and contain recent information. Therapeutic behaviour support plans are detailed and include clear strategies for how staff should support young people to de-escalate their own behaviour.

Recent inspection history

Inspection date

Inspection type

Inspection judgement

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, 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 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— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; help each child to attend education or training in accordance with the expectations in the child's relevant plans. (Regulation 8(1)(2)(i)(x))	30/09/2020
The enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, cultural, intellectual, physical and social interests and skills. In particular, the standard in paragraph (1) requires the registered person to ensure that staff help each child to— develop the child's interests and hobbies; participate in activities that the child enjoys and which meet and expand the child's interests and preferences; and make a positive contribution to the home and the wider community. (Regulation 9(1)(2)(a)(i)(ii)(iii))	30/09/2020
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and	30/09/2020

children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure that staff help each child to— understand the child’s health and well-being needs and the options that are available in relation to the child’s health and well-being, in a way that is appropriate to the child’s age and understanding; understand and develop skills to promote the child’s well-being; children are helped to lead healthy lifestyles. (Regulation 10(1)(a)(b)(c)(2)(a)(ii)(iv))	
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure that staff— assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12(1)(2)(a)(i))	30/09/2020
A person may only manage a children’s home if— the person is of integrity and good character; having regard to the size of the home, its statement of purpose, and the number and needs (including any needs arising from any disability) of the children— the person has the appropriate experience, qualification and skills to manage the home effectively and lead the care of children (Regulation 28(1)(a)(b)(i))	30/09/2020
The registered person must maintain records (‘case records’) for each child which—	30/09/2020

include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36(1)(a)(b)(c))	
--	--

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

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: Venture House, Unit 12, Prospect Business Park, Longford Road, Cannock WS11 0LG

Responsible individual: Sean Milnes

Registered manager: Post vacant

Inspectors

Cheryl Field, social care inspector
Charlie Bamber, 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 children looked after, 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

<http://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: <http://www.gov.uk/ofsted>

© Crown copyright 2020