

2589621

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 and operated by a private provider. It is registered to provide care for up to three children who may have social and emotional difficulties.

Three children currently live in the home.

The manager registered with Ofsted in September 2024.

Inspection dates: 5 and 6 March 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: 13 February 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/02/2024	Full	Good
05/10/2022	Full	Good
26/10/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff know children well and provide them with individualised care. Staff take time to speak to children and listen to their views. This helps staff provide individualised care for children. As a result, children make progress in all areas of their lives. Observations of children with staff are positive. Children were observed spending time with staff, chatting and laughing together.

Staff support children to attend education, where they are making progress. Staff have positive relationships with educational professionals. This helps children to make progress in line with their individual needs. Staff promote children's ambitions and encourage them to think about their future plans. An educational professional was positive about the support staff provide for one child. This helps the child to understand the importance of education and the child has started to engage with school after a period of non-attendance.

The support that staff provide children in relation to their health needs is variable. For one child, the consistent support and reassurances provided by staff have encouraged the child to have dental treatment they previously refused. However, for another child, the registered manager and staff have not identified relevant support for a specific health need. As a result, there is a delay in the registered manager taking sufficient action to address this.

Staff support children to develop their independence skills. Staff encourage children to take age-appropriate risks in line with their independence plans. As a result, one child has started to use public transport to go to school.

Since the last inspection, one child has moved on from the home into a semi-independent placement. This was an unplanned move, although in line with the child's wishes and feelings. The registered manager and staff worked hard to ensure that this child experienced a positive ending to their time living in the home.

Since the previous inspection, leaders and managers have made improvements to the home environment. The home is comfortable and well maintained. Children's bedrooms are personalised.

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

Staff understand children's risks and vulnerabilities. Staff know how best to support children. As a result, children's risks have reduced.

Children are aware of plans in place to protect them. They know what staff do to keep them safe.

Children's risk assessments are not up to date and do not include all relevant information. This could impact on staff safeguarding practices. However, staff know how to keep children safe in practice because they understand how to manage children's vulnerabilities.

When children are missing from home, staff know what to do and communicate with relevant safeguarding professionals and children's families. This ensures that children return home safely.

When children make allegations, leaders and managers respond quickly and efficiently. The manager takes immediate action to safeguard the child and informs relevant professionals.

Staff implement restorative consequences. The registered manager reviews and reflects on the consequences that staff implement. This practice helps to ensure that consequences are proportionate and effective.

Safer recruitment processes are followed. Leaders and managers take steps to assure themselves that staff are safe to work with children.

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

There is a suitably qualified registered manager in post. However, she recently resigned from her post, and she plans to begin a post at another organisation. She knows the children well and has good relationships with them. This includes a child who has recently left the home. The registered manager continued to offer guidance to support this child in their new home. This demonstrates her caring and nurturing approach.

The manager has strong relationships with children's families. For one child, the support the manager offers to their family has helped the child to spend increased time with their siblings and in their family home. This helps the child to feel valued.

Staff told the inspector that the registered manager has created a positive and supportive environment. Staff say that they receive supervision that helps them in their roles.

Children's plans do not consistently reflect children's needs. Children's plans do not include the registered manager's review and evaluation. This is a missed opportunity to continually improve the quality of care that staff provide for children to ensure that children can achieve their full potential.

Leaders and managers do not escalate concerns effectively, for example in relation to children's local authority's care plans. This means that leaders, managers and staff do not have up-to-date information in relation to children. This could impact on staff's ability to meet children's needs.

There are two vacancies within the staff team. However, leaders and managers ensure that any gaps in rosters are covered by staff from within the organisation. This helps to ensure that children receive care from a consistent staff team.

The registered manager responds to recommendations from external reviews. However, this has not helped the registered manager to make improvements to her overall monitoring and review systems. The registered manager recognises that this is a shortfall in her practice.

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1)(a)(b) (2)(iv)) Specifically, leaders and managers must ensure that they address children's health needs in a timely manner.	2 May 2025
The registered person must maintain records ("case records") for each child which— are kept up to date. (Regulation 36 (1)(b)) Specifically, leaders and managers must ensure that children's records are updated and signed by staff.	2 May 2025
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—	2 May 2025

understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;

use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(f)(h))

Specifically, leaders and managers must ensure there is effective management oversight of children's care.

Recommendation

- The registered person should ensure that placing authorities are consistently challenged when there are delays in providing relevant plans for children to contribute to effective care planning. ('Guide to the Children's Homes Regulations, including the quality standards', page 12, paragraph 2.8)

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: 2589621

Provision sub-type: Children's home

Registered provider: Horizon Care and Education Group Limited

Registered provider address: Horizon Care and Education Group Limited, Venture House, Unit 12, Prospect Business Park, Longford Road, Cannock, Staffordshire WS11 0LG

Responsible individual: Gemma Waddington

Registered manager: Anna Kaczmarek

Inspector

Hayley Smith, Social Care Inspector

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