

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 is a privately owned home, registered to provide care and support for up to three children.

The manager has been registered with Ofsted since 2017.

Inspection dates: 5 and 6 October 2022

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

Date of last inspection: 26 October 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/10/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are cared for by a compassionate staff team. Staff members are experienced and they share their knowledge among the team to inform their practice. Children trust these adults and interact with staff with humour. Staff work hard to create a nurturing environment, allowing children to feel loved and cared for.

Staff are helping children to record their memories. Children enjoy a range of activities both at home and in the community. Staff are creating memory books, with mementoes and photos of these experiences for children to take with them when they leave. This will help children to better understand their life story and build positive memories.

Children's achievements are always celebrated. Staff take pride in children's achievements, however big or small. Staff use a system of rewards to mark children's successes, giving them a choice in how to celebrate. This encourages children to reach their potential and has a positive effect on their self-esteem.

Staff go above and beyond to help children enjoy their time with their families. Staff share their skills and knowledge with family members to allow children to always experience the same style of parenting. One parent said, 'I feel like we're a little team, all working together for [name of child].'

Children's files offer a useful insight into their experiences. Files contain all important documents and plans are regularly reviewed. Some staff signatures are missing from updated documents. If staff are not aware of the most up-to-date information this could limit the effectiveness of the care they provide.

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

The children are kept safe by the care they receive. Staff have a good understanding of how to keep children safe and of their role and responsibilities in a range of safeguarding scenarios. Children's overall safety is improved because of moving into this home.

Staff use a consistent approach to behaviour management. Emphasis is placed on positive reward and nurture. Physical intervention is only used as a last resort. The experienced team uses effective de-escalation techniques to prevent crises. Children understand the rules and feel that they are treated fairly.

Children are cared for by a consistent staff team. Staff retention is high due to supportive management and the constructive attitude towards learning in the home. This stability allows the children to get to know the staff well. Children have positive, trusting relationships with the adults caring for them.

Staff plan carefully when children move into or out of the home. Before children move in, the manager completes a thorough assessment of their needs in relation to the children already living in the home. Planning for children moving out of the home begins in plenty of time to ensure that they are well prepared. This approach provides children with a good foundation for positive outcomes.

Children have personalised risk management plans which provide staff with clear guidance. Staff understand children's individual strengths and vulnerabilities. Staff know how to keep children safe and manage risks.

The effectiveness of leaders and managers: good

The registered manager is highly experienced and uses her knowledge to find creative and effective solutions for the children. She knows the children well and is passionate about ensuring they feel loved and nurtured. Her leadership has cultivated a motivated staff team, who provide children with consistent, high-quality care.

Children's wishes and feelings are central to all decisions made in the home. Staff regularly use a creative range of approaches to seek children's views. When complaints are made by children, the manager completes a thorough investigation and written feedback is provided. This ensures that children feel that their concerns are taken seriously and they are listened to.

Staff supervision is reflective and child-focused. Any concerns raised during supervision are quickly addressed. All agreed actions are regularly reviewed. The workforce development plan for the home does not say how frequently staff should receive supervision. As a result, there is inconsistency in the timescales for supervision. Managers and leaders use supervision to support their staff to develop their skill base. Children are therefore provided with consistent care.

Managers and leaders promote effective multi-agency working. Professionals report appropriate communication and information-sharing. When necessary, the manager challenges other agencies and the whole team advocates well on behalf of the children. As a result, children receive organised care and support.

The home is visited by an independent person each month. The report provides useful feedback that the manager acts on swiftly. However, feedback has not regularly been sought from children, family members or professionals. This is a missed opportunity for a more holistic view of children's experiences.

Staff have completed a range of mandatory training. They have also completed training specific to the needs of the children they are caring for. This helps staff to have a good understanding of the experiences of the children and equips them with the skills to meet children's needs. At present, the manager does not have a good system of oversight in place to track staff training. Although not yet the case, this could result in gaps in staff skills.

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 registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44 (1) (2)(a)) Specifically, the manager must make sure that the independent visitor is making every effort to speak to children, their family members and professionals during each visit.	15 January 2023

Recommendations

- The registered person should ensure that all children's case records (regulation 36) are kept up to date and stored securely while they remain in the home. Case records must be kept up to date and signed and dated by the author of each entry. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.3)
- The registered person should have a workforce plan which can fulfil the workforce-related requirements of regulation 16, schedule 1 (paragraphs 19 and 20). The plan should detail the process and timescales for supervision of practice. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)
- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs and should understand the key role they play in the training and development of staff in the home. In particular, the manager should have a good system in place to monitor staff training. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

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

Responsible individual: Paul Smith

Registered manager: Victoria Moran

Inspector

Nicola Shaw, Social Care Regulatory Inspector

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