

2591888

Registered provider: New Horizons (Stockport) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It is registered to provide care for up to four children who may have needs that relate to their disabilities and/or a sensory impairment. The manager registered with Ofsted in October 2022.

Inspection dates: 4 and 5 April 2023

Overall experiences and progress of children and young people, taking into account **requires improvement to be good**

How well children and young people are helped and protected **requires improvement to be good**

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

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 25 May 2022

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection:

This home was judged as requires improvement to be good at the full inspection on 25 May 2022. The home was judged to have serious failures at the assurance inspection on 5 January 2023. Following that inspection, Ofsted issued two compliance notices under regulation 20, the restraint and deprivation of liberty standard, and regulation 13, the leadership and management standard.

At a monitoring visit on 14 February 2023, it was determined that that the provider had not made sufficient progress to meet the steps of the compliance notices and

further compliance notices were issued again under regulation 20 and regulation 13. These compliance notices were reviewed at this full inspection and have been met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/05/2022	Full	Requires improvement to be good
16/11/2021	Full	Requires improvement to be good
24/08/2021	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

There are two children currently living at the home. They enjoy living at the home and the staff team works hard to understand children's individual needs, which helps to build positive relationships.

One child has recently moved out of the home after a difficult period where they would not come out of their bedroom. However, the manager and staff team worked hard with the child and other professionals to try to engage the child and ensure their well-being while an alternative was found.

Children, including those who cannot communicate verbally, are supported to actively participate in day-to-day decisions about their lives. The team are trained in communication methods, and work closely with schools to ensure consistency. However, communication tools are not always taken out on activities or used effectively to support the children's ability to communicate and understand when out of the home.

Children are in good health and the staff ensure that the children have the services they need to maintain this. However, one child is not encouraged to wear their prescribed glasses and not all staff knew when the child needed to wear them. This could impact the child's eyesight in the future.

Children have full attendance at school and they are achieving in line with their peers. Education plans clearly show the progress and the support required. The staff celebrate children's achievements with them and keep records of these memories for their future.

Children enjoy a range of social, educational and recreational opportunities, including activities in the local community. The staff think creatively about how they can make community activities accessible and enjoyable for the children.

The children's plans identify their individual communication, health and sensory needs. The staff work as part of a multi-agency team, which includes speech and language and occupational therapists to develop these plans and to support children to meet their specific targets.

Children's time with family is supported where this is part of their plan, and families have visited the home for special occasions. This means that children can continue to have positive relationships with their families.

How well children and young people are helped and protected: requires improvement to be good

Although there have been improvements with regards to the staff's knowledge around safeguarding children, there is a need for ongoing work around the management of allegations. There have been two allegations made by a child since the last full inspection. Although these were shared with the relevant professionals, they have not been managed in line with the organisation's policy, and the manager has not identified gaps in the staff team's knowledge.

Risk management plans are individualised and regularly updated. However, they do not include all known risks for children. This means that staff do not always have the information needed to minimise the risks to children when they arise.

Restraints are rare and, when they have been used, they have been necessary and proportionate. The manager has ensured that staff have the appropriate level of training to carry out restraints. This ensures that staff understand when they can use restraint and how to do so safely. Children are offered medical attention and debriefs after restraints. This ensures that children are supported to repair relationships and understand their emotions following incidents.

Safer recruitment processes are followed. This means that the staff employed to work with the children are suitable to do so.

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

The manager has been registered since October 2022. The manager is suitably experienced and qualified. Actions taken to meet the compliance notices issued in February 2023 were reviewed at this visit and agreed to be met, with some ongoing work required to ensure that the learning is fully embedded. A requirement has been made to reflect the remaining shortfalls.

The manager provides training opportunities for the staff to help them to support the children. He has devised a training package alongside the organisation's speech and language therapist, and uses the strengths of individuals to develop the whole team.

The manager has a good oversight of the children's progress and is enthusiastic about the future development of the children and the staff team. However, he does not use the quality of care review to evaluate this progress or seek stakeholders' views. This is a missed opportunity to measure progress and look at ways that he can continually develop.

Staff say that they feel supported and receive regular and effective supervision. Team meetings are held regularly and are child focused. The records of the meeting are detailed with clear actions. However, the manager has not taken effective action to ensure that allegation processes have been followed.

The manager advocates well for children and is confident in escalating his concerns and challenging other professionals where he feels it is in the best interest of the children to do so.

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 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; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)) This relates specifically to staff understanding the process to follow on receipt of an allegation from a child. This also relates to an allegation risk management plan being in place for children so that staff have clear guidelines to follow, including the recording and reporting of an allegation. Ensure that all staff follow the home's child protection policy when handling allegations.	22 May 2023
The health and well-being standard is that—	22 May 2023

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 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— achieve the health and well-being outcomes that are recorded in the child’s relevant plans; 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. (Regulation 10 (1)(a) (2)(a)(i)(ii)) This relates specifically to children being encouraged and supported to wear prescribed glasses, and that staff understand when these need to be worn.	
The children’s views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children’s care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— help each child to express views, wishes and feelings. (Regulation 7 (1)(a)(b)(c) (2)(a)(ii)) This relates specifically to communication resources being more accessible to children, and that resources for communication are taken out of the home to support the child in the community.	22 May 2023

This also relates to information on communication boards being correct at all times so that the information is meaningful to the children.	
The registered person must complete a review of the quality of care provided for children (“a quality of care review”) at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. (Regulation 45 (1) (2)(a)(b)(c))	22 May 2023

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: 2591888

Provision sub-type: Children's home

Registered provider: New Horizons (Stockport) Limited

Registered provider address: 154-156 Buxton Road High Lane, Stockport,
Cheshire SK6 8EA

Responsible individual: Bharati Parikh

Registered manager: Thomas Powell

Inspectors

Kerri Lynch-Mahoney, Social Care Inspector
Jennifer Quest, Social Care Inspector

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