

2591888

New Horizons-(Stockport) Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

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

There is no registered manager in post.

Inspection date: 4 October 2021

This monitoring visit

On 24 and 25 August 2021 a full inspection took place due to escalating concerns about children's safety. Inspectors found that managers and staff did not always act to protect children from harm and that the leadership and management of the home was poor. Inspectors found shortfalls with medication management and children's day-to-day care. Four compliance notices were issued under regulation 12 (the protection of children standard), regulation 13 (the leadership and management), regulation 14 (care planning) and regulation 23 (medicines).

The focus of this visit was to monitor and to review the actions taken by the provider to meet the four compliance notices issued following the last inspection.

During this visit inspectors identified continued shortfalls in both safeguarding practices and procedures in the home. The provider was unable to demonstrate that they had taken sufficient steps to meet the compliance notice under regulation 12 and regulation 13.

The interim manager and staff have demonstrated a lack of understanding in relation to their roles and responsibilities in protecting children and have not always taken effective action when there is a concern about children's welfare.

When there are concerns about employees' practice relating to a child, advice has not been sought from the designated officer and the regulator has not been notified of all significant events.

Concerns have been raised about the practice of specific adults caring for the children. The interim manager failed to follow the provider's safeguarding procedures to ensure that the specific adults are safe to work with children. In addition, Ofsted has not been notified of all serious events. This means the regulator is unable to monitor and review the safeguarding of children and ensure that it responds to any regulatory shortfalls.

There has been a reduction in incidents relating to the children. However, when incidents have taken place, the adults involved have not recorded the incidents in line with the provider's protocol. Additionally, the interim manager has not evaluated the incidents with the adults, or the children involved, within the timescales set out by the provider. This reduces the opportunity for the interim manager to improve practice for children.

One child is moving on to a new home because the provider cannot meet the child's needs. There has been no reflection from the provider regarding children experiencing disruption in their lives. Due to learning not taking place, there is a risk that poor decision-making may continue and children will experience further instability in their lives.

Children's risk assessments highlight the risks in their lives and they also include strategies that adults caring for them need to follow to reduce risk. The adults caring for children are now aware of the risks in each child's life.

The visit found that children's plans are personalised and contain strategies to meet their individual needs. The strategies are developed in conjunction with other professionals, including a speech and language therapist and an occupational therapist. Children's day-to-day care is planned and children are visibly happier because of adults meeting their needs and following their plans. Children who are non-verbal are supported to communicate using other methods, which is enabling them to have a voice.

The adults caring for children have received training to develop their knowledge base to support children with a variety of needs. The training is individualised to the children being cared for by the provider. Adults caring for the children reflect on their learning with the trainers and have additional support if it is required.

Medication protocols have been reviewed. All adults caring for children have received training about how to manage medication and their competency has been assessed. The interim manager has completed daily audits of the children's medication to improve oversight and reduce the risk of any errors. There have been no medication errors since the last inspection.

The provider has taken sufficient action to meet two of the compliance notices. However, the compliance notices under regulation 12 and 13 are not met. Further notices under these regulations have been issued. The additional requirements raised at the full inspection in August were not all reviewed as part of this inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/08/2021	Full	Inadequate

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— 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. (Regulation 12 (1) (2)(a)(iii)(v)(vi)) This relates to managers following safeguarding procedures when there is a serious concern about an employee's practice relating to a child. This also relates to notifying the regulator with any significant events.	14 November 2021
*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— 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; and	14 November 2021

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)) This relates specifically to managers reflecting on decision-making about children moving in to the home and evidence learning relating to children experiencing disruptions. This also relates to managers adhering to the provider's policy relating to evaluating incidents. This will ensure that there is oversight of practice and that learning takes place following incidents.	
The children's views, wishes and feelings standard is that children receive care from staff who— 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 each child— is given appropriate advocacy support; ensure that the views of each relevant person are taken into account, so far as reasonably practicable, before making a decision about the care or welfare of a child. (Regulation 7 (1)(c) (2)(b)(iii)(e)) This relates specifically to managers ensuring that children have access to advocacy. This also relates to staff consistently using methods advised to encourage children to express their views using alternative communication methods. These views are then to be used to inform the care provided.	31 October 2021
The registered person must ensure that children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises; is intended to safeguard each child accommodated in the home;	31 October 2021

is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (b)(c)(i)(ii)(iii)(iv)) This specifically relates to children being able to access rooms in their home that are not deemed as a risk. Any rooms that children cannot access must be risk assessed and reviewed regularly.	
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ('the user'), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—	31 October 2021

has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)) This specifically relates to the recording of physical and mechanical restraints, de-escalation strategies being implemented and recorded, and debriefs taking place with staff and children who are involved in physical interventions.	
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. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether children are effectively safeguarded; and the conduct of the home promotes children's well-being. (Regulation 44 (2)(a) (4)(a)(b)) This relates specifically to providing an evaluative report that can be used to improve the home with a clear statement as described in the regulation. This also relates to the independent seeking a holistic view by speaking to children, parents and external professionals.	31 October 2021
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. After completing a quality-of-care review, the registered person must produce a written report about the quality-of-care review and the actions which the registered person intends to take as a result of the quality-of-care review ("the quality-of-care review report"). The registered person must supply to HMCI a copy of the quality-of-care review report within 28 days of the date on which the quality-of-care review is completed.	31 October 2021

(Regulation 45 (1) (3) (4)(a))

This relates specifically to completing the review of the quality of care in a timely manner.

*These requirements are subject to a compliance notice.

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: 2591888

Provision sub-type: Children's home

Registered provider: New Horizons-(Stockport) Limited

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

Responsible individual: Bharati Parikh

Registered manager: Post vacant

Inspectors

Carly Quinn, Social Care Inspector
Mrs Sylvia Eboigbe, 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

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: www.gov.uk/ofsted

© Crown copyright 2021