

2594985

Registered provider: New Horizons (NW) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home is registered to provide care for up to four children, aged between seven and 17 years, who may experience social or emotional difficulties.

The home has been registered with Ofsted since August 2020. The current manager has been registered since August 2020.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

We last visited this setting on 18 March 2021 to carry out a monitoring visit. The report is published on the Ofsted website.

Inspection dates: 2 and 3 February 2022

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

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

Date of last inspection: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Recent inspection history

Not previously inspected

Inspection judgements

Overall experiences and progress of children and young people: good

This home provides a welcoming and homely environment in which children make good progress. It has a relaxed atmosphere which children enjoy. This helps them to remain calm and reduces their anxieties.

Children build positive relationships with staff. This helps them to talk about their feelings and express their emotions. One child said, 'The staff are now my real family, like my aunties and uncles.' This helps children to develop confidence and resilience.

Children make exceptional progress with their school attendance and attainment. Some children had previously not attended school for many years but are now attending full time. School staff said that children, 'appear to have great relationships with the staff and you can see they genuinely enjoy going home and being with key staff'.

Children enjoy a range of activities. This helps them to develop social skills. This also promotes their general health and well-being. One child said, 'It's fun. We're always doing something.'

Children's health needs are well managed. Staff work closely with specialist services to meet children's needs. For example, one child is making very good progress with his physical and emotional health needs.

The staff plan carefully for when children leave the home. Staff promote positive endings and keep in touch with children to maintain their support network. A foster carer said, 'Everything was brilliant from start to finish. The transition was well planned.'

Staff provide care that is individualised to meet each child's needs. Personalised key-work sessions help children to build a sense of their own identity.

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

The staff have a clear understanding of their roles and responsibilities to keep children safe and know children's individual risks and needs.

The registered manager appropriately notifies all agencies of safeguarding concerns and follows safeguarding procedures. However, a significant delay on one occasion affected the regulator's oversight of the action that was being taken to keep children safe.

All children have clear risk management plans which staff regularly review as part of a multi-agency approach. As a result, there have been no missing-from-home

episodes. However, risk management processes are not always fully considered for all activities and events in the home. This may affect children's safety.

Pre-admission processes are generally robust. Children are well matched to the home, and they visit before they move in. However, staff should consider the location of the home when assessing its suitability for new children.

Children have access to all areas of the home. However, door alarms are used on children's bedrooms without an individualised risk assessment to show that they are necessary to keep children safe. This intrudes on their privacy.

Behaviour management plans provide clear strategies for staff to follow. This ensures that staff only use restraint as a last resort to manage children's behaviour. When it is used, children and staff review the incident afterwards, which helps them to reflect. The registered manager reviews all incidents to help prevent similar incidents from occurring.

Children respond well to clear boundaries and routines in the home. The staff help children to build positive relationships with each other.

The effectiveness of leaders and managers: good

Managers and leaders promote good multi-agency working to support children. Effective relationships with schools, health providers and social care help to provide consistency in children's holistic care. The registered manager challenges local authorities when relevant plans are not provided.

Children's records are clear and are child-friendly in style, which will support their understanding of their journey. Plans clearly identify children's needs and the progress they are making.

The registered manager promotes high expectations for children in the home. There is a clear aspirational ethos across the team. This means children make quick progress and achieve good outcomes.

The quality and regularity of staff supervision is inconsistent. Supervision is not reflective and annual appraisals are not conducted for all staff. This means that managers do not formally evaluate the performance of staff.

Managers now review all records of significant incidents. Analysis of incidents helps to identify trends and any gaps in staff training.

Staff attend a wide range of training to develop their skills and knowledge. This helps them to provide better care for children. However, the workforce plan does not contain a coordinated strategy to highlight current or future training.

The registered manager provides a regular quality of care review. The children's views and feedback are not directly captured in this report. This affects the analysis and evaluation of the quality of care.

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— the privacy of children is appropriately protected; 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; 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(a)(c)(i)(ii)(iii)(iv)) This specifically relates to the current use of door alarms on all children's bedrooms without clear reason.	4 April 2022
The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(b)(c)) In particular, staff should receive regular supervision to reflect on their practice. All staff should have an annual appraisal.	4 April 2022

Recommendations

- The registered person should ensure that Ofsted is notified of any incidents without delay. This relates to incidents that are specified in regulation 40(4)(a)-(d). ('Guide to the children's homes regulations, including the quality standards', page 63, paragraph 14.10)
- The registered person should ensure that children can develop positive relationships with other children. However, the registered manager needs to be aware that children may be at risk from other children visiting their home. Appropriate steps should be taken to protect children. ('Guide to the children's homes regulations, including the quality standards', page 43, paragraph 9.13)
- The registered person should ensure that the workforce plan is updated to include current and planned training of staff working at the home. This should also include the professional development needs of staff. ('Guide to the children's homes regulations, including the quality standards', page 53, paragraph 10.8)
- The registered person should ensure that a review is undertaken of the quality of care that focuses on the experiences of children living there. This should include feedback and comments from children about the home. The review should also include the registered person's analysis and conclusions. ('Guide to the children's homes regulations, including the quality standards', page 64, paragraphs 15.2 to 15.4)
- The registered person should ensure that the suitability of the location of the premises is considered when planning to admit children into the home. ('Guide to the children's homes regulations, including the quality standards', page 64, paragraph 15.1)

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: 2594985

Provision sub-type: Children's home

Registered provider: New Horizons (NW) Limited

Registered provider address: New Horizons (NW) Ltd, Unit 12, Riversway
Business Village, Navigation Way, Ashton-on-Ribble, Preston PR2 2YP

Responsible individual: Natalie Waterhouse

Registered manager: Chloe Byrne

Inspectors

Mark Woodbridge, Social Care Inspector
Karen Willson, Social Care Inspector

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