

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 September 2022.

Inspection dates: 4 and 5 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: 2 February 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children feel welcomed when they first arrive at the home. They often meet staff and other children before moving in. This helps them to settle into the home.

Staff build good relationships with children. This helps them to make progress. One child said, 'I like the staff. [Name of staff] is my favourite because we talk about things. He does footy with me and takes me to places.'

Staff support children when they are moving in to new homes. Staff complete clear transition plans with children and involve other agencies to make the process smooth. This helps to reduce children's anxieties.

The home is spacious and provides children with a relaxed atmosphere. However, some of the communal areas are not homely. This detracts from the home being a nurturing and supportive environment.

Children attend regular team meetings to discuss a range of issues. This enables them to discuss issues, plan events, choose their meals and suggest home improvements. Children and staff creatively record the meetings through colourful pictures, charts and drawings. This means that children engage better in meetings and contribute to daily decisions about their lives.

Children are making good progress with their education and feel safe in their home. One worker from a partner agency said, 'I often come away from the home with a tear in my eye, as something always blows me away with the great work the staff are doing.'

Staff help children to manage their health needs. Staff encourage children to eat a healthy diet and engage them in regular activities. This promotes children's physical and emotional health needs.

Children explore equality and diversity issues with staff. This raises their awareness of different cultures and beliefs. The diversity of the staff team promotes an inclusive and welcoming environment.

Staff complete regular key-work sessions with children on a range of issues. As a result, children are making progress with resolving conflict with their peers. Children are also learning independence skills. This supports their long-term development.

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

Children's risk-management plans are clear and well presented. This helps staff to understand and manage children's risks. As a result, children do not go missing from home.

Children have access to all areas of the home. However, managers do not regularly assess or review the use of door alarms in children's bedrooms. Therefore, it is not clear if the alarms are necessary to keep children safe. This intrudes on children's privacy.

Staff use physical interventions as a last resort to prevent children from hurting themselves or others. Staff complete detailed records of each incident and include the voice of the child. This helps the manager to evaluate each incident and to prevent similar incidents from happening.

Robust arrangements are in place to ensure the safe management of medication. The manager reviews practice regularly to ensure that processes are clear and safe.

Staff support children to stay safe online. They have a range of strategies to protect children from online harms. Staff also raise children's awareness of risks through key-work sessions. This includes child exploitation and safe relationships.

The registered manager follows safer recruitment procedures to ensure children's safety. The staff team provides consistent support to help children feel safe and protected.

The effectiveness of leaders and managers: good

The manager of the home is newly registered. She is committed to improving the experiences and care of children in the home. She recognises the strengths and weaknesses of the team and the areas for development.

Leaders and managers strive to meet all health and safety requirements to keep children, staff and visitors safe. However, staff do not always inform visitors to the home of the fire evacuation procedures in case of emergency.

Staff feel supported by the registered manager. One member of staff said, 'I absolutely love working here. The managers are really positive and supportive.'

The registered person does not keep the regulator informed of revised versions of the home's statement of purpose. This reduces the regulator's oversight of the home.

Leaders and managers promote multi-agency work. They have strong links with many providers. This promotes children's education, health, and emotional and social well-being. Staff chase up and escalate concerns if responses are not satisfactory. This helps children to access support without drift and delay.

Managers conduct appraisals with staff on an annual basis. Staff reflect on their work and set targets for the year ahead. However, appraisals do not include the views of children or key individuals. This limits their effectiveness.

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— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b))	31 October 2022
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 in all children's bedrooms without rigorous assessment or review.	31 October 2022
If the Regulatory Reform (Fire Safety) Order 2005(a) applies to the home— the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b))	31 October 2022

In particular, that upon arrival, all visitors to the home are informed of the fire evacuation procedures and are accounted for while on the premises.

Recommendations

- The registered person should ensure that all areas of the home provide a welcoming and homely environment that meets the needs of their children. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that staff's annual appraisals include the views of children living in the home, and the views of professionals who have worked with them. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

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: Unit 12, Riversway Business Village, Navigation Way, Preston, Lancashire PR2 2YP

Responsible individual: Natalie Waterhouse

Registered manager: Leanne Ellaby

Inspector

Mark Woodbridge, Social Care Inspector

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